Manitoba
Family Services

Annual Report
2015 – 2016

Manitoba

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MINISTER OF FAMILIES

Room 357
Legislative Building
Winnipeg, Manitoba R3C 0V8
CANADA

September 2016

Her Honour the Honourable Janice C. Filmon, C.M., O.M.
Lieutenant-Governor of Manitoba
Room 235, Legislative Building
Winnipeg, Manitoba
R3C 0V8

May It Please Your Honour:

I have the pleasure of presenting the Annual Report of the Department of Family Services for the fiscal year ending March 31, 2016.

Respectfully submitted,

original signed by

Scott Fielding

MINISTRE DES FAMILLES

Palais législatif
Bureau 357
Winnipeg (Manitoba) R3C 0V8
CANADA

Septembre 2016

Elle Honneur l'honorable Janice C. Filmon, C.M., O.M.
Lieutenante-Gouverneure du Manitoba
Palais législatif, bureau 235
Winnipeg (Manitoba) R3C 0V8

Madame le Lieutenante-Gouverneur,

J'ai le plaisir de vous présenter le rapport annuel du ministère des Services à la famille pour l'exercice terminé le 31 mars 2016.

Le tout respectueusement soumis,

original singe par

Scott Fielding

Manitoba
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Deputy Minister
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September 2016

Honourable Scott Fielding
Minister of Families

Minister:

I am pleased to present for your approval the 2015/16 Annual Report of the Department of Family Services. This report includes the Annual Reports for the Disabilities Issues Office, Manitoba Women's Advisory Council, and the Adult Abuse Registry Committee.

The Department continues to provide important and essential social services to vulnerable Manitoba children and families and will continue to look for opportunities to improve and strengthen the programs and services it provides.

I would like to acknowledge and thank our hard working and dedicated employees and service delivery partners for the important role they play in ensuring that the services and supports provided by the Department meet the many and varied needs of Manitobans.

Respectfully submitted,

original signed by
Joy Cramer
Deputy Minister

Manitoba

Familles
Sous-ministre
Palais législatif, bureau 351
Winnipeg (Manitoba) R3C 0V8
Tél : 204-945-6700 Téléc. : 204-945-1896
Courriel : www.manitoba.ca

Septembre 2016

Monsieur Scott Fielding
Ministre des Familles
Palais législatif, bureau 357

Monsieur le Ministre:

C'est avec plaisir que je vous présente le rapport annuel du ministère des Services à la famille pour l'exercice 2015-2016. Ce document comprend également les rapports annuels du Bureau des personnes handicapées, du Conseil consultatif des femmes du Manitoba et du Comité de protection contre les mauvais traitements infligés aux adultes.

Le ministère continue de fournir des services sociaux importants et essentiels aux enfants et aux familles vulnérables du Manitoba et ne manquera pas de poursuivre ses efforts en vue d'améliorer et de renforcer les programmes et les services qu'il offre.

Je tiens à reconnaître et à remercier nos employés et nos partenaires en prestation de services pour leur travail acharné et leur dévouement, ainsi que le rôle important qu'ils jouent en vue de veiller à ce que les services et le soutien offerts par le ministère répondent aux besoins nombreux et variés de la population manitobaine.

Veuillez agréer, Monsieur le ministre, l'expression de mes sentiments respectueux.

La sous-ministre

original singe par

Joy Cramer

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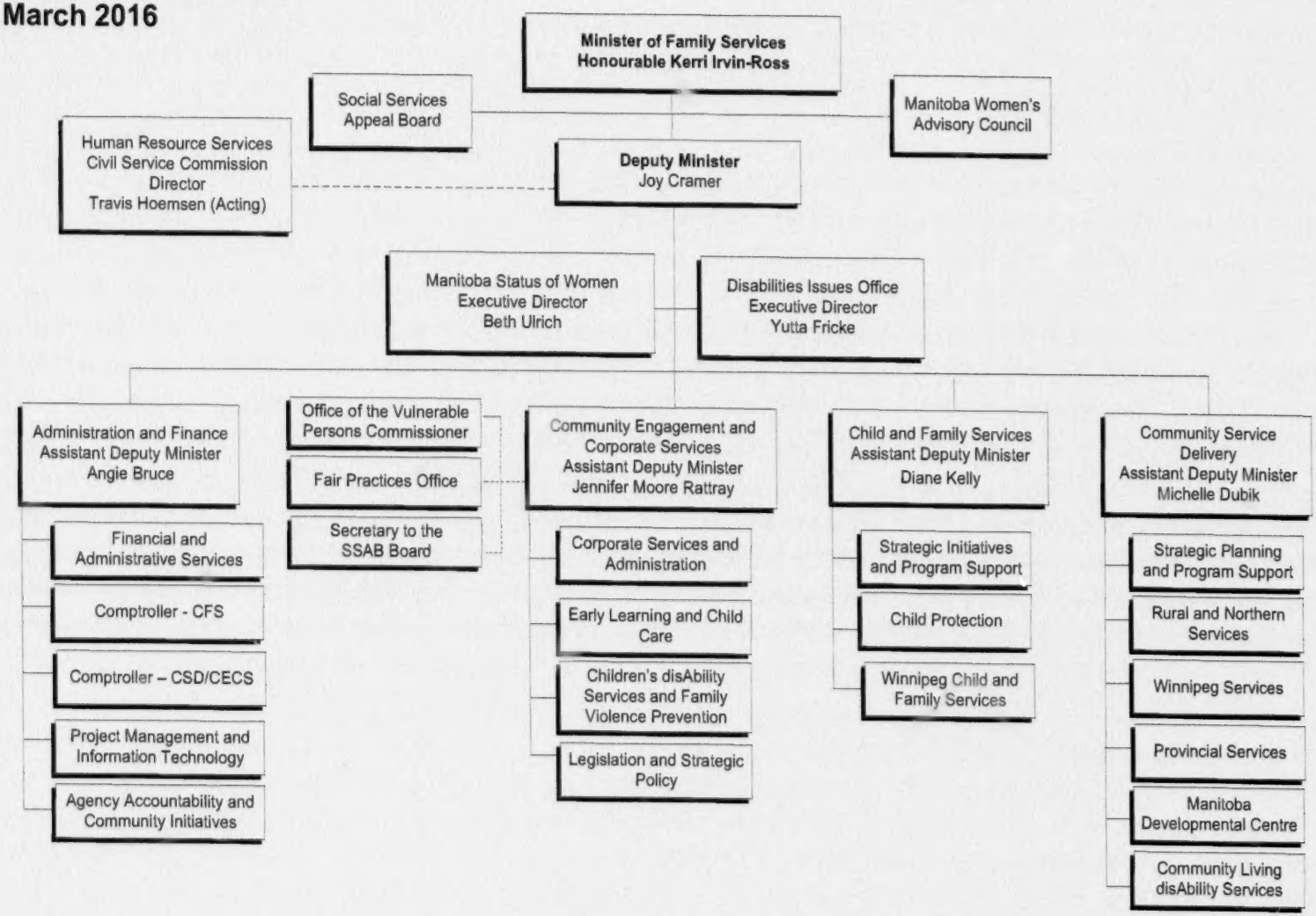
Department of Family Services
Organizational Chart
March 2016


Minister of Family Services
Honourable Kerri Irvin-Ross
Social Services Appeal Board
Manitoba Women's Advisory Council
Human Resource Services Civil Service Commission Director Travis Hoemsen (Acting)
Deputy Minister
Joy Cramer
Manitoba Status of Women Executive Director Beth Ulrich
Disabilities Issues Office Executive Director Yutta Fricke
Administration and Finance Assistant Deputy Minister Angie Bruce
Financial and Administrative Services
Comptroller - CFS
Comptroller – CSD/CECS
Project Management and Information Technology
Agency Accountability and Community Initiatives
Office of the Vulnerable Persons Commissioner
Fair Practices Office
Secretary to the SSAB Board
Community Engagement and Corporate Services Assistant Deputy Minister Jennifer Moore Rattray
Corporate Services and Administration
Early Learning and Child Care
Children's disAbility Services and Family Violence Prevention
Legislation and Strategic Policy
Child and Family Services Assistant Deputy Minister Diane Kelly
Strategic Initiatives and Program Support
Child Protection
Winnipeg Child and Family Services
Community Service Delivery Assistant Deputy Minister Michelle Dubik
Strategic Planning and Program Support
Rural and Northern Services
Winnipeg Services
Provincial Services
Manitoba Developmental Centre
Community Living disAbility Services

Preface

Report Structure

This annual report is organized in accordance with the 2015/16 Department of Family Services appropriation structure that reflects the Department's authorized votes approved by the Legislative Assembly. The report includes information at the main and sub-appropriation levels relating to the Department's responsibilities and results for the fiscal year ending March 31, 2016. Financial performance information is provided with expenditure and revenue variance explanations and a five-year adjusted historical table of departmental expenditures and staffing.

Vision

In 2015/16, the vision of the Department of Family Services was to improve the quality of life for Manitobans through furthering the social, economic, and labour market inclusion of Manitobans. The Department envisioned a fully accessible province where diversity was respected, where people with a range of abilities felt valued as full citizens and where persons who are vulnerable or at risk lived with dignity and security. The Department strived for a province where all Manitoba women are equal and enjoyed full participation in all aspects of social, economic and political life, free from exploitation and violence.

Mission

In 2015/16, the mission of the Department of Family Services was to support Manitobans to achieve their full potential and work to help keep children, families and communities safe and secure, while supporting citizen development and well-being. The Department promoted and enforced appropriate standards and quality services with respect to child and family services and early learning and child care. The Department encouraged a more inclusive and accessible society for persons with disabilities by promoting full citizenship and removing barriers to participation. The Department worked towards achieving gender equality by advancing the social, economic, legal and health status of all women in Manitoba.

Highlights

In 2015/16, departmental activities and achievements included:

- Fully implementing the Wage Enhancement Fund, to improve the starting wage of residential care agency staff that support adults with an intellectual disability to live in the community.
- Opening ACCESS St. Boniface in partnership with the Winnipeg Regional Health Authority.
- Providing senior departmental staff with training related to LEAN management principles and the establishment of a Lean Management Committee to support the Department's implementation.

- Launching a redeveloped Early Learning and Child Care Program website in January 2016, to help families, care providers and the early learning and child care workforce access ELCC related information more quickly and easily.
- Launching a new www.AccessibilityMB.ca website in June 2015 to serve as a one-stop resource for persons wanting to learn about the *The Accessibility for Manitobans Act*.
- Collaborating with Federal-Provincial-Territorial partners to host the national "Sexual Violence Knowledge Exchange" in Winnipeg in June 2015.
- Proclaiming the month of January 2016 to be "Woman's Equality Month" in commemoration of the 100th anniversary of women gaining the right to vote in Manitoba.
- Expanding the services provided by the Fair Practices Office to include not only the Employment and Income Assistance program, but also program applicants seeking services through market*Abilities*, Community Living disABILITY Services, Children's disABILITY Services and the Early Learning and Child Care subsidy program.
- Phasing out hotel usage as an emergency placement option for children and youth in care; expanding emergency placement capacity outside Winnipeg.
- Launching electronic child Abuse Registry application forms (E-forms) in April 2015, and improving accessibility to both child and adult abuse registries for all Manitobans.
- The Department will continue to pursue these and other initiatives of a similar nature.

Statutes

In 2015/16, the Department of Family Services operated under the authority of the following Acts of the Consolidated Statutes of Manitoba:

The Accessibility for Manitobans Act
The Adoption Act
The Adult Abuse Registry Act
The Child and Family Services Act
The Child and Family Services Authorities Act
The Community Child Care Standards Act
The Intercountry Adoption (Hague Convention) Act
The Manitoba Women's Advisory Council Act
The Parents' Maintenance Act [Section 10]
The Poverty Reduction Strategy Act
The Social Services Administration Act
[Under this Act, responsibility for The Residential Care Facilities Licensing Regulation, M.R. 484/88 R and the whole Act except as it relates to employment and income supports]
The Social Services Appeal Board Act
The Social Work Profession Act
The Vulnerable Persons Living with a Mental Disability Act

The Social Services Administration Act, The Adult Abuse Registry Act and *The Manitoba Women's Advisory Council Act,* require the Minister to report annually to the Legislature. These reporting requirements for 2015/16 are met by this Annual Report. Separate annual reports are issued by the Social Services Appeal Board and All Aboard: Manitoba's Poverty Reduction and Social Inclusion Strategy.

Legislative and regulatory changes made in 2015/16 included:

- Amendments to the Residential Care Facilities Licensing Regulation to align with amendments to the Manitoba Building Code and Manitoba Fire Code regulations.
- The Accessibility Standard for Customer Service was established as a regulation effective November 1, 2015.
- New Open Birth and Adoption Records legislation, proclaimed on June 15, 2015.
- Amendments were made to *The Adult Abuse Registry Act* to extend the reporting requirements of the Adult Abuse Registry Committee.
- Developed and implemented the New Critical Incident Reporting Regulation, which came into effect on October 15, 2015.
- Amendments to *The Child and Family Services Authorities Act* and Regulation to reflect the transfer of responsibility for appointing directors of the Southern First Nations Network of Care from the Assembly of Manitoba Chiefs to the Southern Chiefs Organization.

Préface

Structure du rapport

Ce rapport est organisé conformément à la structure des postes budgétaires du ministère des Services à la famille, qui correspondent aux crédits approuvés par l'Assemblée législative pour l'exercice 2015-2016. Il comprend des données sur les responsabilités du ministère et les résultats obtenus par affectations principales et secondaires, pour l'exercice terminé le 31 mars 2016. Les renseignements sur le rendement financier sont accompagnés d'explications sur les écarts enregistrés en ce qui concerne les dépenses et les recettes, et d'un tableau où figurent les dépenses et les effectifs rajustés du ministère pour les cinq dernières années.

Vision

En 2015-2016, le ministère des Services à la famille s'était engagé à améliorer la qualité de vie de la population du Manitoba en facilitant l'inclusion sociale et économique de tous les Manitobains et les Manitobaines, ainsi que leur accès au marché du travail. Le ministère imaginait une province totalement accessible, où l'on respecte la diversité, où les personnes ayant des capacités de toutes sortes sont appréciées et considérées comme des citoyennes et des citoyens à part entière et où les personnes vulnérables ou susceptibles d'être en danger vivent en sécurité et dans la dignité. Le ministère s'est efforcé de créer une province où toutes les femmes sont égales et participent pleinement à la vie sociale, économique et politique sous tous ses aspects, sans exploitation et sans violence.

Mission

En 2015-2016, le ministère des Services à la famille avait pour mission d'aider les Manitobaines et les Manitobains à mettre pleinement en valeur leurs possibilités et de protéger les enfants, les familles et les collectivités, tout en soutenant le développement et le bien-être de tous. Le ministère a entrepris la promotion et la mise en œuvre de normes nécessaires et de services de qualité dans le secteur des services à l'enfant et à la famille et celui de l'apprentissage et de la garde des jeunes enfants. Il a encouragé la création d'une société plus inclusive et plus accessible aux personnes handicapées en promouvant la citoyenneté à part entière pour celles-ci et en supprimant les obstacles à leur pleine participation. Il a mis en avant la situation sociale, économique et juridique des femmes du Manitoba, ainsi que leur santé, afin de progresser vers l'égalité des sexes.

Points saillants

Voici certaines des activités et des réalisations du ministère en 2015-2016 :

- Mise en œuvre complète du fonds d'amélioration des salaires, qui permet d'accroître le salaire d'entrée des employés des organismes de soins en résidence qui aident les adultes ayant des déficiences intellectuelles à vivre dans la communauté.
- Ouverture du centre Accès Saint-Boniface en partenariat avec l'Office régional de la santé de Winnipeg.

- Formation des cadres supérieurs du ministère en ce qui concerne les principes de gestion LEAN et établissement d'un comité de gestion LEAN à l'appui de la mise en œuvre de cette approche au sein du ministère.
- Lancement du site Web remanié du programme d'Apprentissage et de garde des jeunes enfants en janvier 2016, afin d'aider les familles, les fournisseurs de soins et les employés du secteur à accéder plus rapidement et plus facilement à l'information pertinente.
- Lancement d'un nouveau site Web – http://www.accessibilitymb.ca/index.fr.html - en juin 2015, qui servira de guichet unique pour les personnes qui veulent se renseigner sur la *Loi sur l'accessibilité pour les Manitobains.*
- Collaboration avec le gouvernement fédéral, les provinces et les territoires pour la rencontre nationale sur la violence sexuelle, qui a eu lieu à Winnipeg en juin 2015.
- Proclamation du mois de l'égalité de la femme en janvier 2016, en guise de commémoration du 100e anniversaire de l'obtention du droit de vote par les femmes au Manitoba.
- Expansion des services fournis par le Bureau des pratiques équitables; ceux-ci s'appliquent maintenant non seulement au Programme d'aide à l'emploi et au revenu, mais aussi au Programme d'emploi*Habiletés*, au Service d'intégration communautaire des personnes handicapées, aux Services aux enfants handicapés et au Programme d'allocations pour la garde d'enfants.
- Élimination progressive de l'utilisation d'hôtels pour le placement d'urgence d'enfants et de jeunes pris en charge, et expansion de la capacité de placement d'urgence en dehors de Winnipeg.
- Lancement des formulaires de demande électroniques relativement au registre concernant les mauvais traitements infligés aux enfants en avril 2015 et amélioration de l'accessibilité aux registres concernant les mauvais traitements infligés aux enfants et aux adultes pour tous les Manitobains et les Manitobaines.
- Le ministère poursuivra ces initiatives, ainsi que d'autres initiatives de même nature.

Responsabilités législatives

En 2015-2016, le ministère des Services à la famille était régi par les lois codifiées du Manitoba ci-dessous :

Loi sur l'accessibilité pour les Manitobains
Loi sur l'adoption
Loi sur le registre des mauvais traitements infligés aux adultes
Loi sur les services à l'enfant et à la famille
Loi sur les régies de services à l'enfant et à la famille
Loi sur la garde d'enfants
Loi sur l'adoption internationale
Loi sur le Conseil consultatif des femmes du Manitoba
Loi sur l'obligation alimentaire des enfants [article 10]
Loi sur la stratégie de réduction de la pauvreté

Loi sur les services sociaux
[Règlement sur la délivrance de permis aux établissement de soins en résidence, R.M. 484/88 R, pris en vertu de cette loi et la loi entière, à l'exception de ce qui a trait à l'aide à l'emploi et au revenu]
Loi sur la Commission d'appel des services sociaux
Loi sur la profession de travailleur social
Loi sur les personnes vulnérables ayant une déficience mentale

La *Loi sur les services sociaux,* la *Loi sur le registre des mauvais traitements infligés aux adultes* et la *Loi sur le Conseil consultatif des femmes du Manitoba* prévoient que le ministre doit présenter un rapport annuel à l'Assemblée législative. Le présent rapport annuel répond à cette exigence pour l'exercice 2015-2016.

(La Commission d'appel des services sociaux et Tout le monde à bord : Stratégie manitobaine de réduction de la pauvreté et d'inclusion sociale font l'objet de rapports annuels séparés.)

Les changements apportés aux lois et règlements en 2015-2016 sont, entre autres, les suivants :

- Modifications apportées au Règlement sur la délivrance de permis aux établissements de soins en résidence, en conformité avec les modifications apportées au Code du bâtiment du Manitoba et au Code de prévention des incendies du Manitoba.
- Adoption de la norme d'accessibilité relative au service à la clientèle sous forme de règlement le 1er novembre 2015.
- Entrée en vigueur des dispositions législatives sur l'accès aux documents de naissance et d'adoption le 15 juin 2015.
- Modifications apportées à la *Loi sur le registre des mauvais traitements infligés aux adultes* en vue d'élargir les responsabilités du Comité de protection contre les mauvais traitements infligés aux adultes en matière de présentation de rapports.
- Établissement et mise en œuvre du Règlement sur le signalement des incidents critiques, entré en vigueur le 15 octobre 2015.
- Modifications à la *Loi sur les régies de services à l'enfant et à la famille* et à son règlement afin de tenir compte du fait que la responsabilité de la nomination des membres du conseil d'administration du Southern First Nations Network of Care est passée de l'Assembly of Manitoba Chiefs à la Southern Chiefs Organization.

Rural/Northern Regional
Social Service Delivery Structure
(as at March 31, 2016)

Winnipeg Regional
Social Service Delivery Structure
(as at March 31, 2016)

Community Area Pairings

Downtown
Point Douglas
Seven Oaks / Inkster
River East / Transcona
St. Boniface / St. Vital
River Heights / Fort Garry
St. James-Assiniboia / Assiniboine South

Sustainable Development

The Department is committed to the principles and guidelines set out in the *The Sustainable Development Act*. The Department strives to develop strategies and policies that promote a culture of sustainability, and to facilitate the integration of sustainable development principles and guidelines into its ongoing activities, programs and business practices.

The following were initiatives in 2015/16:

- The Sustainability Committee expanded its membership to the entire Department. The committee continued to promote greater awareness of sustainable practices including composting; battery and cell phone recycling; and the purchase of supplies such as eco-friendly cups instead of Styrofoam, when reusable mugs are not an option. Other Committee work includes increasing the number of compost bins at 114 Garry Street, researching bike storage options for staff located in downtown Winnipeg, assisting in the renovation of 114 Garry by researching sustainable options for the water system in the renovated building, and beginning work on paper reduction initiatives for the Department.
- Family Services has representation on the cross-department Greening Government Committee.
- The Early Learning and Child Care Program (ELCC) ensured that early learning and child care construction projects adhered to the Manitoba Green Building Policy in order to be eligible for capital funds. Consistent with the policy, large projects must meet or exceed the internationally-recognized LEED (Leadership in Energy and Efficiency Design) Green Building Rating System Silver standard. Other projects under the required square footage must outline cost effective green building principles in their design. Further, ELCC encouraged child care groups to form as many community and/or school partnerships as possible to enhance community strength and take advantage of economies of scale.
- Family Services worked with the Accommodation Services Division of the Department of Finance on other accommodation projects to apply the Green Building Policy.
- The Department continued to use the Waste Stream Services recycling program in most of its buildings across the province, which included using mini-bins for desk side refuse, desk side blue bins for non-confidential paper, and central bins for aluminum, plastic, and non-confidential paper. This program endorses the continued use of Government Records Boxes for the destruction of confidential paper.
- The Manitoba Developmental Centre's award-winning recycling program collected and processed more than 20 metric-tonnes of recyclable materials.
- Through internal procurement practices, the Department continued to promote environmental sustainability and awareness within the Department and among

vendors. The Department continued to expand the knowledge and skills of procurement practitioners and end-users. "Green" products and recycled materials continued to be purchased where available including the purchase of recycled photocopy paper.

- The Department continued the use of web-conferencing and virtual meetings as a regular business practice to share information with staff. In addition, the Community Service Delivery division continued to use a web-conferencing tool to share information with Children's disABILITY Services (CDS) staff in Winnipeg and rural and northern regions, and to monitor the implementation of the CDS Comprehensive Family Assessment tool. The use of web-conferencing reduces the need and costs for staff travel, as well as related meal and accommodation expenses.
- Departmental staff participated in the annual Commuter Challenge, a Canada-wide event that encourages daily commuters to leave their cars at home and use active and/or green travel choices. Department staff registered to take part in the event, logging their kilometers, saving fuel and avoiding greenhouse gas emissions.

Providing Accessible Services to All Manitobans
(previously known as Manitoba Policy on Access to Government)

Accessible Publications, Events and Customer Service

Since 2009, the Department of Family Services has implemented the government-wide Manitoba Policy on Access to Government (MPAG). In December of 2013, the Government of Manitoba passed *The Accessibility for Manitobans Act* (AMA). This legislation provides for the development of mandatory accessibility standards. In 2015, the Government of Manitoba passed the Customer Service Standard (CSS), the first of five Standards that will be associated with the AMA.

The requirements of the AMA and the CSS are consistent with the MPAG principles that the Department has worked to implement since 2009. The Department is commited to offering Manitobans accessible public information, events, and customer service. The Department continues to work to eliminate barriers faced by persons with disabilities in their interactions with the Government of Manitoba and to reasonably accommodate any accessibility needs that a person may have.

As part of its commitment to meeting the service needs of persons with disabilities, the Department of Family Services has a designated Accessibility Coordinator (formerly referred to as a Disability Access Coordinator) to help coordinate the implementation of the AMA, the CSS and MPAG.

Progress in 2015/16:

Accessibility in Family Services buildings

The Department is committed to ensuring that public areas are accessible to all Manitobans regardless of their abilities. Staff continued to liaise with Manitoba Infrastructure and Transportation (MIT) to ensure that newly renovated or leased office buildings were accessible to the public. Accessible, universal design principles were implemented during the major renovation of the offices at 114 Garry Street in Winnipeg.

In addition, departmental staff can approach the Accessibility Coordinator with concerns about building accessibility. In 2015/16, the Accessibility Coordinator did not receive any concerns regarding building accessibility.

Services, publications, websites

<u>"Active offer" reception area signs</u>
The "active offer" sign continues to be posted in Family Services reception areas. The sign encourages members of the public to let staff know if they need assistance because of a disability. This sign has been adopted for use by other Government of Manitoba departments, the Winnipeg Regional Health Authority and some physicians' offices. Departmental staff continue to work to respond to requests for accessibility assistance in an effective and timely manner.

"Active offer" statement on written information

Progress continues on including an "active offer" statement on public facing written departmental information. The "active offer" states that information is available in alternate formats, upon request. Alternate formats include (but are not limited to) large print, electronic text, Braille and captioning.

Website accessibility

The compliance level/benchmark for Manitoba government websites is the World Wide Web Consortium (W3C)'s Web Content Accessibility Guidelines (WCAG) 2.0, level AA. Departmental staff continue to monitor websites and portals to ensure that they are compliant with these accessibility standards.

Supports to staff

Internal website

The Department maintained and updated an internal website that is dedicated to the integration of accessibility in all aspects of public information, events and services. This website includes information about how to provide accessible services and a list of suppliers and resources that can assist staff in responding to accommodation-related requests.

Staff orientation and training

Accessibility training workshops were delivered throughout the year to newly-hired staff, as part of their orientation to the Department. In addition, the Accessibility Coordinator supported staff to respond effectively and efficiently to public requests for information and services in alternate formats.

Minister and Executive Support

Minister's Salary

This appropriation provides for the Minister's salary entitlement as a member of Executive Council.

09-1A Minister's Salary

Expenditures by Sub-Appropriation	Actual 2015/16 $000	FTE	Estimate 2015/16 $000	Variance Over/(Under)	Exp. No.
Total Salaries and Employee Benefits	36	1.00	37	(1)	

Executive Support

Executive Support includes the offices of the Minister and the Deputy Minister. The Executive Offices provide the Department with policy direction and planning, and co-ordinate departmental activities.

09-1B Executive Support

Expenditures by Sub-Appropriation	Actual 2015/16 $000	FTE	Estimate 2015/16 $000	Variance Over/(Under)	Exp. No.
Total Salaries and Employee Benefits	836	10.00	718	118	1
Total Other Expenditures	91		65	26	2
Total Expenditures	927		783	144	

1. The variance is primarily due to unrealized staff turnover.
2. The variance is primarily due to transportation, computer hardware, and other minor operating expenses.

Human Resource Management

For information on Human Resource Management, please see the Civil Service Commission's 2015/16 Annual Report at http://www.gov.mb.ca/csc/publications/annrpt/index.html.

Administration and Finance Division

The Administration and Finance division oversees comptrollership and administrative functions and ensures financial and administrative policies, services and reporting systems are developed and administered effectively in support of the Department's accountability framework. The Division provides leadership on Project Management and Information Technology related planning, policies, financial, project management, risk management and business support to the Department and external stakeholders.

The Division includes the following branches:

- Agency Accountability and Community Initiatives
- Financial and Administrative Services
- Project Management and Information Technology

Agency Accountability and Community Initiatives

Integrated Community Initiatives Unit

The Integrated Community Initiatives Unit of Family Services provides leadership, coordination and support for various community-based interdepartmental and departmental initiatives, including responsibility for implementing *The Poverty Reduction Strategy Act* and administering the Non-Profit Organization (Reducing Red Tape) Initiative.

Key Results Achieved

All Aboard: Manitoba's Poverty Reduction and Social Inclusion Strategy

- Published an Action Plan on Housing.
- Provided secretariat support to the All Aboard Committee whose work contributed to new provincial initiatives in poverty reduction.
- Issued the 2014/15 All Aboard Annual Report, which describes performance on 21 regulated indicators of poverty and social exclusion. For more information please refer to the 2014/15 All Aboard Annual Report. An online version is available at www.manitoba.ca/allaboard, or by contacting allaboard@gov.mb.ca.

Non-Profit Organization Reducing Red Tape Initiative

- Provided technical and administrative support to over 171 participating Non-Profit Organizations (NPO) and funding departments.
- Completed intake for Phase 2 and Phase 2 Expansion of the NPO Strategy resulting in the inclusion of an additional 68 agencies.

Agency Accountability and Support Unit

The Agency Accountability and Support Unit (AASU) strengthens the capacity of the Department to effectively monitor departmentally funded agencies' financial performance, and ensures that agencies are operating under a clear and effective accountability framework.

The AASU provides leadership and management in the development and coordination of departmental contracts with other organizations, including Service Purchase Agreements.

The AASU supports agency and board development by providing advice and assistance on agencies' operations and financial management, and brings a systematic approach to the planning, implementation and response to internal and external audits of departmental programs and funded agencies.

Key Results Achieved

- Led the negotiations of 19 Service Purchase Agreements to completion and extended 63 in continued negotiation. Completed 4 Transportation contracts and 42 Fee-for-Service contracts.
- Engaged in critical, ongoing consultations with Abilities Manitoba and the Westman Parkland Network (on behalf of the Department's funded agencies), regarding the language and provisions of the Service Purchase Agreement.
- Conducted financial reviews on agencies funded by the Department, either in response to allegations or as a result of non-compliance with the Department's Financial Reporting Requirements.
- Continued to monitor and follow-up with agencies for compliance with the Department's Financial Reporting Requirements, analyzed the financial performance of agencies, investigated areas of concern and performed operational reviews. In 2015/16, resources were dedicated to the development of new systems to better share information about funded agencies across the Department and to provide more timely information to senior management about the financial performance of these agencies.
- Completed draft of Phase Two of the Fixed Rate Contracts Review which will focus on the use of these services by Children's disABILITY Services, Community Living disABILITY Services, and the Family Support Program of Winnipeg Child and Family Services. (Phase one was completed and published in 2014.) Phase Two draft report has presented options on the future use of fixed rate contracted services.
- Continued to monitor the implementation of recommendations made by the Office of the Auditor General and Internal Audit and Consulting Services in order to improve accountability for the use of public funds.

09-1C Agency Accountability and Community Initiatives

Expenditures by Sub-Appropriation	Actual 2015/16 $000	FTE	Estimate 2015/16 $000	Variance Over/(Under)	Exp. No.
Total Salaries and Employee Benefits	1,425	24.00	1,609	(184)	1
Total Other Expenditures	399		296	103	2
Total Expenditures	1,824		1,905	(81)	

1. The variance is primarily due to vacancy management.
2. The variance is primarily due to external financial reviews and unbudgeted costs for Manitoba Bureau of Statistics data.

Financial and Administrative Services

Financial and Administrative Services' main focus is to maintain an active comptrollership function by ensuring that financial and administrative policies, services and reporting systems are developed, maintained and effectively administered to meet financial control, accountability, and reporting standards and to safeguard and protect the financial and physical asset needs of the Department. This is accomplished through effective departmental financial administration and management activities; coordination of comprehensive budget estimates planning and support services; responsible financial forecasting and reporting: disbursements and revenue accounting; appropriation control; and by providing direction on financial and administrative policies and operational procedures and practices to divisional staff.

The Branch also provides a broad range of operational and administrative support services throughout the Department.

Key Results Achieved

- Continued to review and improve departmental financial and administrative control procedures as part of ongoing comptrollership activities. The objectives serve to mitigate risks and guide the stewardship and overall management of the human, financial, knowledge, technology, and capital resources entrusted to the Department.
- Continued improvements to the Department's Comptrollership Plan as suggested by the Provincial Comptroller's Office, as well as various internal improvements to strengthen the plan. The objective of the plan is to ensure that processes and procedures are in place and operating as intended.
- Continued efforts to enhance fiscal management, accountability and control through various Comptrollership Initiatives. Efforts were focused on improving year-end reporting and strengthening policies and procedures resulting from observations noted in a number of cross-government audits and reviews.
- Provided ongoing and enhanced management reporting regarding the Department's fiscal status to executive management and central government.
- Provided ongoing identification and monitoring of emerging financial and program management issues, ensuring that control and accountability systems were in place.

- Continued to integrate central government's new budgeting and financial reporting tool with the corporate Systems Applications and Products in Data Processing (SAP) system.
- Continued the refinement of departmental financial and human resource role assignments within the corporate SAP environment and to strengthen risk mitigation activities and systems using central government's Governance, Risk and Compliance tool. The results serve to ensure that risks are minimized through the proper assignment of SAP roles across the Department.
- Continued to Implement central government's directive regarding the expanded role for purchase orders within the corporate SAP environment. Continued efforts focused on internal policy and procedural development, communications, development and delivery of training, SAP process guidelines and identification of resource staff, monitoring and follow-up on compliance issues, reporting procedures.

09-1D Financial and Administrative Services

Expenditures by Sub-Appropriation	Actual 2015/16 $000	FTE	Estimate 2015/16 $000	Variance Over/(Under)	Exp. No.
Total Salaries and Employee Benefits	1,418	19.00	1,261	157	1
Total Other Expenditures	375		215	160	2
Total Expenditures	1,793		1,476	317	

1. The variance is primarily due to unrealized staff turnover.
2. The variance is primarily due to renovation and relocation costs associated with 114 Garry Street.

Project Management and Information Technology

The Project Management and Information Technology branch (formerly known as Innovation, Information and Technology) provides project management; Information and Communication Technology (ICT) and business applications support services; as well as business analysis leadership and expertise to the Department in order to meet its priorities and goals. The Branch supports exisiting Information Technology (IT) systems and develops detailed project plans for new strategic initiatives.

The Branch supports continuous improvement through innovation and efficient service delivery by focusing on the business policies and processes that can be enhanced through improved use of ICT.

The Branch is the Department's liaison point and steward of Information and Communication Technology services delivered by Business Transformation and Technology. The Branch manages all desktop services, computer assets and a centralized IT budget on behalf of the Department and its business partners. The Branch also reviews and sets departmental policy in support of the strategic IT direction of government and manages all corporate IT initiatives.

Key Results Achieved

- Provided professional business analysis and project management services for information system enhancement projects for Child and Family Services, Community Service Delivery, Community Engagement and Corporate Services, and Administration and Finance divisions.
- Continued to lead the scoping phase of the project to replace the existing Child Welfare Case Management system with a new information system.
- Expanded the range of Project Management and Organizational Change Management work performed by the Branch to include non-IT projects as prioritized by the Department.

Projects and IT Enhancement Statistics

Project Type	Carried Forward from 2014/15 (as at Mar 31, 2015	New	Closed	Carried Forward to 2016/17 (as at Mar 31, 2016)
IT	18	59	35	42
Non-IT	4	10	2	12
Total	22	69	37	54

09-1E Project Management and Information Technology

Expenditures by Sub-Appropriation	Actual 2015/16 $000	FTE	Estimate 2015/16 $000	Variance Over/(Under)	Exp. No.
Total Salaries and Employee Benefits	825	10.00	817	8	
Total Other Expenditures	1,051		1,587	(536)	1
Total Expenditures	1,876		2,404	(528)	

1. The variance is primarily due to cost containment measures, delays in PC renewals/printer renewals, and lower hardware related costs and projected variable IT costs.

Community Service Delivery Division

The Community Service Delivery division coordinates and delivers most of the Department's programs that are offered to the public. The Division also delivers the province's income assistance programs and related employment-focused supports on behalf of Manitoba Jobs and the Economy.

The Division manages and enhances the existing Integrated Service Delivery system and improves the quality, efficiency and accessibility of income support, social services and benefits provided by the Department. The Division manages community-based offices in rural and northern regions of the province, and, in partnership with the Winnipeg Regional Health Authority, ACCESS centres and health and social services centres in Winnipeg.

The Division has the responsibility for the delivery of Emergency Social Services for the province and coordinates social service responses to disasters when called upon by the Emergency Measures Organization and/or muncipalities. It works with non-governmental organizations to ensure citizens are supported in times of crisis.

The Division also provides financial management and policy and program support for the Commuity Living disABILITY Services branch and manages the Manitoba Developmental Centre.

The Division operates through six branches:

- Strategic Planning and Program Support
- Rural and Northern Services
- Winnipeg Services
- Provincial Services
- Manitoba Developmental Centre
- Community Living disABILITY Services

Strategic Planning and Program Support

The Strategic Planning and Program Support Branch (formerly the Service Delivery Support Branch), provides corporate support for the Assistant Deputy Minister's office. It also provides research, analysis, issues management and cross-program support for the service delivery branches, Community Living disABILITY Services and the Manitoba Developmental Centre.

The Branch coordinates the implementation and evaluation of strategic initiatives and service delivery process improvements, supports the prevention of, and response to agency and service delivery privacy breaches, and coordinates and supports divisional strategic planning.

The Branch manages and supports the Integrated Financial and Case Tracking (inFACT) computer system, which is an information management system for tracking participant and financial information for the Community Living disABILITY Services, Children's disABILITY Services and Provincial Special Needs Programs. It also provides comptrollership and financial support for the division's branches.

Key Results Achieved

- Managed and administered the full implementation of the Wage Enhancement Fund which improves the wages of residential care agency staff who support adults with an intellectual disability to live in the community.
- Coordinated a Request for Proposal on behalf of Community Living disABILITY Services to award funds for new programming called *Rural Connections FASD Services* in the communities of Steinbach and Brandon.
- Developed an evaluation of a pilot project in the Eastman region for a new method of caseload assignment and management.
- Introduced significant quality control measures to standardize Employment and Income Assistance investigative practices, and improve the quality of reporting to support operational planning. These measures included enhancing the integrity of the data in the Investigations Tracking System, training, and fostering a team approach to investigations.

09-2A Strategic Planning and Program Support

Expenditures by Sub-Appropriation	Actual 2015/16 $000	FTE	Estimate 2015/16 $000	Variance Over/(Under)	Exp. No.
Total Salaries and Employee Benefits	1,657	18.00	1,454	203	1
Total Other Expenditures	4,494		4,347	147	2
Total Expenditures	6,151		5,801	350	

1. The variance is primarily due to fewer vacancies and increased costs related to the collective agreement ratified in 2015/16.
2. The variance is primarily due to higher than anticipated costs for information technology and unbudgeted contracts.

Rural and Northern Services

The Rural and Northern Services Branch delivers Children's disABILITY Services, Community Living disABILITY Services, Residential Care Licensing, Family Conciliation Services, Child and Family Services, Employment and Income Assistance (EIA) and market*Abilities* to eligible Manitobans in rural and northern regions of the province (Central, Eastman, Interlake, Northern, Parkland, and Westman Regions).

The Branch provides supports for Emergency Social Services and assistance to municipalities in the event of an emergency or disaster. The Branch engages with rural and northern communities to share information, consult, and/or collaborate on needs, priorities, or issues related to service delivery.

Key Results Achieved

- Completed the multi-year implementation and staff training of the General Authority (GA) Practice Model, which supports the engagement of children and families when staff are assessing child protection concerns and determining early intervention services and case plans. The active engagement process improves the

effectiveness of case plans, increases safety, and enhances family satisfaction with services.

- Completed a fidelity assessment of the use of the decision making tools associated with the GA Practice Model.
- Evaluated the use of a Rural and Northern Services eligibility list of prospective employees to more efficiently fill vacant positions.
- Reviewed the roles and expectations of emergency social services with all municipalities in Westman region to better respond in the event of floods, fires or other hazards.

09-2B Rural and Northern Services

Expenditures by Sub-Appropriation	Actual 2015/16 $000	FTE	Estimate 2015/16 $000	Variance Over/(Under)	Exp. No.
Total Salaries and Employee Benefits	27,485	382.85	26,782	703	1
Total Other Expenditures	2,466		2,793	(327)	2
Total Expenditures	29,951		29,575	376	

1. The variance is primarily due to fewer vacancies and increased costs related to the collective agreement ratified in 2015/16.
2. The variance is primarily due to lower than required operating costs.

Winnipeg Services

The Winnipeg Services Branch delivers Children's disABILITY Services, Community Living disABILITY Services, Employment and Income Assistance (EIA) and market*Abilities* to eligible Manitobans in Winnipeg in partnership with the Winnipeg Regional Health Authority. Services are delivered in seven community areas. The Branch is also responsible for Residential Care Licensing, the Provincial Special Needs Program, and Family Conciliation Services.

The Branch provides supports for Emergency Social Services and assistance to the City of Winnipeg in the event of an emergency or disaster. The Branch engages communities across Winnipeg to share information, consult, and/or collaborate on needs, priorities, or issues related to service delivery.

Key Results Achieved

- Opened ACCESS St. Boniface in partnership with the Winnipeg Regional Health Authority. Continued planning for a new ACCESS Centre in Winnipeg South and for the Specialized Services for Children and Youth centre, a one-stop rehabilitation centre for children with disabilities.
- Implemented and trained staff in a Literacy Assessment Tool to better support EIA participants with literacy challenges that impact employment and training opportunities.

- In collaboration with Manitoba Jobs and the Economy, completed a research study on the effectiveness of motivational interviewing to support EIA participants through to sustainable employment. The study results indicated that EIA participants were significantly more likely to attain their goals and successfully exit the EIA program if their EIA counsellor was trained in using motivational interviewing compared to those whose EIA counsellor was not trained.
- Participated in the planning and development of an enhanced Job Centre at EIA Centralized Services to support EIA participants seeking employment. The Job Centre will become a service access point, offering a broader range of services to those receiving EIA or seeking to enrol.
- Developed and initiated the implementation of a LEAN process to improve the EIA application and intake process to: reduce client wait time for processing applications, determine eligibility, streamline the intake process, and improve service standards for clients.

09-2C Winnipeg Services

Expenditures by Sub-Appropriation	Actual 2015/16 $000	FTE	Estimate 201516 $000	Variance Over/(Under)	Exp. No.
Total Salaries and Employee Benefits	35,303	494.00	33,005	2,298	1
Total Other Expenditures	1,950		2,332	(382)	2
Total Expenditures	37,253		35,337	1,916	

1. The variance is primarily due to fewer vacancies and increased costs due to position reclassification and costs related to the collective agreement ratified in 2015/16.
2. The variance is primarily due to a delay in renovation costs.

Provincial Services

The Provincial Services Branch administers income supplement benefits and housing subsidies throughout the province, including the Manitoba Child Benefit, 55 PLUS, Rent Assist for eligible Manitobans with low-incomes, the Tenant Specific Rent Supplement Program, School Tax Assistance for Tenants 55 Plus, Rent Assist Transition Bonus, Portable Housing Benefit and Child Care subsidy.

The Branch administers the delivery of Health Services benefits for Employment and Income Assistance (EIA) participants, children in care, and participants leaving EIA for employment. The Branch also administers the delivery of disability-related and health-related supplies and equipment, as well as diet and nutritional supplements, through the Disability and Health Supports Unit (DHSU) for individuals enrolled in the EIA, Community Living disABILITY Services (CLDS) and Children's disABILITY Services (CDS) programs.

The Branch responds to citizen inquiries for general information about EIA. The Branch provides assessment and authorization for the Primary Caregiver Tax Credit Program to participants of the CLDS and CDS programs.

Key Results Achieved

- Provided direct services to over 32,000 citizens across the province on matters related to child care subsidies, housing and income supplements.
- Provided funding for health services for 60,000 EIA participants and children in care.
- Processed approximately 64,867 claims for dental, optical, orthotic or chiropractic services for EIA participants, Rewarding Work Health Plan participants and children in care.
- In its first year of operation, the DHSU reviewed and assessed over 11,600 medical equipment supply, nutritional and diet requests for individuals enrolled in the EIA, CLDS and CDS programs. By applying a consistent approach to administering medical supplies and the recycling of medical equipment, the DHSU realized a cost saving of $1.4 million, or 12.8 per cent.

09-2D Provincial Services

Expenditures by Sub-Appropriation	Actual 2015/16 $000	FTE	Estimate 2015/16 $000	Variance Over/(Under)	Exp. No.
Total Salaries and Employee Benefits	3,256	60.50	3,222	34	
Total Other Expenditures	307		415	(108)	1
Total Expenditures	3,563		3,637	(74)	

1. The variance is primarily due to operating cost savings.

Manitoba Developmental Centre

The Manitoba Developmental Centre provides long-term resident-centred care, supervision and developmental programs for adults with an intellectual disability. The Centre enhances the quality of life for Manitobans who reside at the Centre by focusing on resident-centred services and continuous quality improvement. The Centre provides respite care and outreach services to assist community care providers in transitioning and maintaining residents who are discharged to the community, and explores opportunities for partnerships with community agencies to benefit the residents. The Centre manages authorized fiscal resources.

Key Results Achieved

- Provided high quality, long term resident-centred care, supervision and developmental programs to an average daily population of 180 residents from all regions of Manitoba.
- Facilitated the effective transition from the Centre to community placements for 14 residents who wished to integrate into the community.
- Provided professional support and educational in-house training. New training included the global Workplace Hazardous Materials Information System (WHMIS), and sessions focusing on Human Rights, cultural awareness, mental health in the

workplace session, and respirator fit testing to protect nurses from airborn contaminents during medical procedures. Revised the delivery of the General Orientation to more efficiently address critical workplace, safety and health elements, which resulted in new staff starting earlier in their designated positions. Also developed a procedure to provide corporate orientations to new staff that do not have network access.

- Entered into affiliation agreements with Red River College, Canadian Mennonite University, University of Manitoba, and Booth University College to provide student practicum placements in the healthcare, music therapy, pharmacy, and social work fields. Provided learning opportunities for students from three Manitoba high schools, as well as SAM Inc, a training program for individuals with an intellectual disability.
- Reviewed other health-care facilities' critical incident policies and procedures related to patient safety. Used this information to develop a Monitoring Guidelines policy on the appropriate level of monitoring and documentation required to assess and to implement safety and supervision interventions for residents.
- Worked with community agencies and organizations to provide outreach services related to recreation and leisure activities, music therapy, audiology and occupational therapy assessments and a lending library for adapted books.
- Reorganized the Executive Management portfolios to find efficiencies and enhance operations.

Manitoba Developmental Centre Admissions and Separations
1996/97 to 2015/16

Fiscal Year	Opening Population	Admissions			Discharges			Deaths	Closing Population
		New	Re-Admission	Respite	Community	St. Amant	Respite Ended		
1996/97	532	4	2	0	6	4	0	10	**518**
1997/98	518	2	2	0	11	0	0	15	**496**
1998/99	496	0	0	0	6	0	0	8	**482**
1999/00	482	0	2	0	3	0	0	14	**467**
2000/01	467	3	1	0	5	1	0	11	**454**
2001/02	454	1	1	0	2	0	0	9	**445**
2002/03	445	3	1	0	12	0	0	15	**422**
2003/04	422	3	1	0	6	0	0	11	**409**
2004/05	409	2	2	0	5	2	0	11	**395**
2005/06	395	2	1	0	8	1	0	15	**374**
2006/07	374	2	1	1	10	0	1	11	**356**
2007/08	356	1	2	0	12	4	0	10	**333**
2008/09	333	0	1	0	9	1	0	10	**314**
2009/10	314	1	0	0	15	0	0	13	**287**
2010/11	287	0	0	2	5	1	2	15	**266**
2011/12	266	2	0	0	3	0	0	7	**258**
2012/13	258	1	0	0	16	0	0	17	**226**
2013/14	226	0	0	0	7	0	0	13	**206**
2014/15	206	1	0	0	6	0	0	10	**191**
2015/16	191	0	2	0	14	0	0	6	**173**

09-2E Manitoba Developmental Centre

Expenditures by Sub-Appropriation	Actual 2015/16 $000	FTE	Estimate 2015/16 $000	Variance Over/(Under)	Exp. No.
Total Salaries and Employee Benefits	27,305	486.70	28,924	(1,619)	1
Total Other Expenditures	2,465		2,820	(355)	2
Less: Recoverable from other appropriations	(356)		(312)	(44)	
Total Expenditures	29,414		31,432	(2,018)	

1. The variance is primarily due to fewer vacancies and increased costs related to the collective agreement ratified in 2015/16.
2. The variance is primarily due to a lower overall resident population and lower overall operating expenses.

Community Living disABILITY Services

Community Living disABILITY Services (CLDS) offers a range of services aimed at supporting adults with an intellectual disability to live and participate in a community setting. CLDS is responsible for reviewing and developing policies associated with Residential Services, Day Services, Support Services and Residential Care Licensing.

Residential Services includes funding for a range of residential supports to assist adults with an intellectual disability to live in the community. Funding for Day Services supports the delivery of a number of day time service options including supported employment and follow-up services, services with a vocational focus, and individualized development services.

Additional supports provided to individuals may also include transportation between residential and day programs, respite, crisis intervention, and clinical services.

CLDS also establishes licensing standards to ensure the safety, health and well-being of adults with an intellectual disability, with a mental health disorder, or who require care due to cognitive impairment or frailty related to aging and who reside in community residential care facilities.

Key Results Achieved

- Managed and administered services that enabled approximately 6,125 adults with an intellectual disability to safely live and participate as full and active members of their communities.
- Inspected 212 licensed adult residential care facilities with a total of 1,325 bed spaces to ensure continued compliance with standards.
- Provided consultation, support and policy interpretation to designated licensing authorities that issued 1,131 letters of approval for homes with three beds or fewer, representing a total of 2,196 bed spaces.
- Supported service providers who delivered:
  - Residential services to approximately 4,161 adults with an intellectual disability.
  - Day services to approximately 3,623 adults with an intellectual disability.

- Administered respite services to the primary caregivers (family) of approximately 1,328 adults with an intellectual disability.

- Implemented a number of strategic redevelopment initiatives to improve accountability and build a foundation for the long term sustainability of the program:
  - Engaged with the Human Services Research Institute to develop a resource allocation system that uses a standardized assessment tool to inform funding decisions for adults receiving services through CLDS.
  - Administered the Supports Intensity Scale as the standardized method of assessing individuals' support needs in order to create a service delivery system that is quality-focused, equitable, consistent and sustainable. As of March 31, 2016, a total of 2,564 assessments have been completed using the Supports Intensity Scale.
  - Provided person-centred training to CLDS staff to reinforce the use of person-centred thinking and culture in CLDS.

- Effective January 1, 2016, increased the eligibility level of the Wage Enhancement Fund to allow agencies supporting adults with an intellectual disability in residential care settings to raise the wages of direct support workers to $13.75 per hour. Agencies also became eligible to apply to raise the wages of house managers (staff who have supervision responsibilities), to $15.13 per hour.

- Sponsored approximately 3,900 staff in service provider organizations to attend training and other educational events in critical areas such as Non-Violent Crisis Intervention, First Aid, principles of *The Vulnerable Persons Living with a Mental Disability Act*, protection from abuse and neglect and accredited certificate and diploma level education programs.

- Managed the Provincial Special Needs Program (PSNP), in partnership with Manitoba Health, Healthy Living and Seniors, and Manitoba Justice. The PSNP is designed to support individuals who present a serious risk to themselves or to the community, and who are not otherwise eligible for CLDS or Community Mental Health Services. The Program provided services to 152 participants, 128 of whom received program funding and 24 who received case management support.

- Amended the Residential Care Facilities Licensing Regulation to align with amendments to the Manitoba Building Code and Manitoba Fire Code regulations.

Community Living disABILITY Services
Total Active Caseload by Region
as at March 31

Region	2013/14 Active Files	2014/15 Active Files	2015/16 Active Files
Central	577	608	631
Eastman	497	525	576
Interlake	420	428	427
Northern	132	135	141
Parkland	220	224	234
Westman	594	584	599
Winnipeg	3,232	3,353	3,517
Total	**5,672**	**5,857**	**6,125**

Community Living disABILITY Services
Total Active Caseload by Age Group
as at March 31

Age Group	18-21	22-25	26-35	36-45	46-55	56-65	66+	Total
Caseload	1,135	885	1,356	882	828	668	371	**6,125**

Community Living disABILITY Services
Number of Individuals on Caseload Receiving Funded Services by Type of Service*

Funded Service Type	2013/14	2014/15	2015/16
Residential Services	3,763	4,017	4,161
Day Services	3,370	3,504	3,623
Transportation Services	2,959	3,017	3,105
Respite	1,244	1,285	1,328
Crisis Intervention	153	103	107
In the Company of Friends	65	66	65

** Individuals may receive more than one type of service.*

Age of Majority and Transitional Youth Accessing Services
as at March 31

	2013/14	2014/15	2015/16
Age of Majority Youth Accessing Residential Services[1]	49	50	49
Transitional Youth Accessing Day Services[2]	135	175	164

[1] Age of Majority Youth at least 18 years of age, accessing residential services before March 31.
[2] Transitional youth are eligible for day services on or after July 2nd in the calendar year in which they turn 21 years of age.

Residential Services

Number of Individuals on Caseload Receiving Funded Services by Residential Subservice Type*

Residential Subservice Type	2013/14	2014/15	2015/16
Agency Care Facility	2,119	2,210	2,041
Agency Managed Host Family Home	62	92	84
Private Host Family Home	504	606	640
Independent Living with Supports	998	1,161	1,269
Agency Supports in Family Home	479	580	591
Other Residential Supports (Specialized Supplies and Equipment)	238	278	262

** Individuals may be funded for more than one type of residential subservice during the year.*

Number of Licensed and Approved Residential Care Facilities and Beds
as at March 31

	2013/14 Facilities/Beds		2014/15 Facilities/Beds		2015/16 Facilities/Beds	
Licensed	216	1,341	218	1,355	212	1,325
Approved	1,080	2,054	1,134	2,172	1,131	2,196
Total	**1,296**	**3,395**	**1,352**	**3,527**	**1,343**	**3,521**

Annual Reports of Alleged Abuse/Neglect at Each Stage of Investigation Process[1]

	2013/14	2014/15	2015/16
Reports of Alleged Abuse/Neglect	206	186	179
Allegations of Abuse/Neglect Investigated	59	63	61
Referred to Police or RCMP	13	16	12
Substantiated Departmental Cases of Abuse/Neglect	9	21	10
Persons Charged under the Criminal Code	1	10	4
Persons Charged under *The Vulnerable Persons Living with a Mental Disability Act* (VPA)	1	1	1

[1] Reports to the Adult Abuse Registry Committee (AARC) are included in the AARC section on page 110 of this report.

Investigated Reports of Alleged Abuse/Neglect by Type

	2015/16					
	TYPES OF ALLEGED ABUSE/NEGLECT INVESTIGATED[1]					
	Physical	Sexual	Emotional	Financial	Neglect[2]	Total
TOTAL	34	14	3	3	7	61

[1] Number of allegations investigated under section 22.1 of *The Vulnerable Persons Living with a Mental Disability Act*.
[2] Under the Act, neglect means an act or omission whether intentional or unintentional likely to cause death or that causes, or is reasonably likely to cause, serious physical or psychological harm to a vulnerable person, or significant loss to his or her property.

09-2F Community Living disABILITY Services

Expenditures by Sub-Appropriation	Actual 2015/16 $000	FTE	Estimate 2015/16 $000	Variance Over/(Under)	Exp. No.
Total Salaries and Employee Benefits	801	10.00	789	12	
Total Other Expenditures	38		80	(42)	1
CLDS	358,237		344,965	13,272	2
Total Expenditures	359,076		345,834	13,242	

1. The variance is primarily due to lower operating costs related to staff vacancies.
2. The variance is primarily due to timing of invoices and volume increases related to residential and day service supports for persons living with an intellectual disability.

Community Engagement and Corporate Services Division

The Community Engagement and Corporate Services Division provides program direction, funding, policy development and statistical information for Manitoba Early Learning and Child Care, Children's disABILITY Services, and the Family Violence Prevention Program.

The Division provides centralized internal services to the Department in the areas of legislation and strategic policy, intergovernmental relations and information services, and corporate services such as emergency social services, business continuity planning, workplace safety and health, training, strategic initiatives, space planning, French language services, disability access coordination, human resource renewal and divisional financial services. The Division also supports three independent offices, the Office of the Vulnerable Persons' Commissioner, the Social Services Appeal Board, and the Fair Practices Office, as well as the Disabilities Issues Office and Manitoba Status of Women.

Corporate Services and Administration

The Corporate Services and Administration Branch (CSA) provides centralized leadership, oversight, direction and coordination for a range of core corporate services and functions that support the Department's operations and priorities. The Branch is accountable to ensure Government policy and legislated requirements are met for emergency social services, business continuity planning, workplace safety and health, space planning, French language services and accessibility, as well as mandated service delivery programs through centralized training and skill development support. As well, cross-departmental responsibility is held by the Branch for the coordination and administrative support of the Adult Abuse Registry Committee to ensure legislated responsibilities of *The Adult Abuse Registry Act* are achieved on behalf of Manitoba Family Services and Manitoba Health, Healthy Living and Seniors. The Strategic Initiatives Unit within the Branch leads projects focused on research, analysis, policy and procedural improvements, as well as issues management for the Division.

The Branch leads and coordinates Manitoba's participation in the Federal-Provincial/Territorial (FPT) social services forum and represents Manitoba at intergovernmental and intersectorial meetings. In addition CSA provides leadership and coordination for a wide range of information support activities that include web services and technical support, as well as the development of corporate information and decision support materials for legislative debate and estimates review.

CSA also provides centralized financial support and administration for the Division, including financial planning and review support, coordination of estimates and other budget material, monitoring of cash flow, budget preparation/monitoring, and processing of accounts payable/receivable. This includes the three independent offices supported by the Division: the Office of the Vulnerable Persons' Commissioner, the Social Services Appeal Board and the Fair Practices Office.

Key Results Achieved

- Completed the second stage of a 24-month Business Continuity Planning management cycle in order to determine critical business dependencies and resources required to continue providing services with minimal interruption during a business disruption.
- Provided leadership, coordination, training and consultation, to the Department's 49 worksites and 36 Workplace Safety and Health Committees to ensure that the Department complies with *The Workplace Safety and Health Act* and Regulations.
- Initiated the development of a new Safety and Health Cross Departmental Committee where workplace safety and health staff from different government departments and crown corporations can jointly address safety and health issues through sharing information about best practices.
- Coordinated and represented Manitoba's interests in the social services forum across Manitoba Family Services; Jobs and the Economy; and Children and Youth Opportunities. Represented the Department in FPT discussions on a broad range of social issues.
- Shared information across jurisdictions and participated in FPT policy discussions and research related to disability, poverty, and children and youth at risk. Co-chaired the Provincial/Territorial Aboriginal Children in Care Working Group that developed the July 2015 *Aboriginal Children in Care Report* for Canada's Premiers.
- Provided technical and operational support for all internal and external Family Services websites.
- Trained staff appropriately through activities such as: launching 'Living on The Edge, Taking a Look at Poverty' in partnership with the United Way of Winnipeg; and offering a speaker series directed at enhancing understanding of Indigenous, intercultural and diversity and inclusion topics.

Department Training Activities - 2015/16	Number of Sessions	Number of Staff Trained
Corporate Core Skill Training	115	1,536
Orientation	4	63
Program Specific Directed Training		
Children's disABILITY Services	8	129
Community Living disABILITY Services	33	337
Employment and Income Assistance	41	406
Total	**201**	**2,471**

- Coordinated 21 accommodation projects that were active throughout the year including:
  - Planning and construction of two new ACCESS Centres in the communities of St. Boniface and Fort Garry/River Heights.
  - Construction of the new Specialized Services for Children and Youth facility.
- Launched the French Language Services Active Offer Training video presentation as part of the Department's online orientation course for new staff to ensure related policy requirements are met.
- Coordinated the "Manitoba Policy on Access to Government (2014/15 to 2019/20) Implementation Plan" for the Department by providing consultation and information related to integrating accessibility principles into policy and program delivery.

The Adult Abuse Registry Committee

Manitoba Family Services provides operational and coordination support to The Adult Abuse Registry Committee (the Committee). The Committee was established by *The Adult Abuse Registry Act* (AARA) on January 15, 2013.

The Committee reviews reports of abuse or neglect of adults for potential referral to the Adult Abuse Registry (AAR) in accordance with the provisions of *The Vulnerable Person Living with a Mental Disability Act* and *The Protection for Persons in Care Act*. A name is listed on the AAR if a person has been found or pleaded guilty to an offence involving the abuse or neglect of a specified person or if the Committee determines that a person has abused or neglected a vulnerable adult and that the person's name should be placed on the AAR.

During the 2015/16 fiscal year, the Committee worked diligently to increase membership and diversity among panels; met semi-annually to identify trends and issues regarding the type of abuse and neglect that comes before the panels; and has worked with government staff, in the program areas that pertain to the Committee's work, to increase efficiency in the referral and panel processes.

(The Adult Abuse Registry Committee report is located on page 110 of this report.)

09-3A Corporate Services and Administration

Expenditures by Sub-Appropriation	Actual 2015/16 $000	FTE	Estimate 2015/16 $000	Variance Over/(Under)	Exp. No.
Salaries and Employee Benefits	1,979	32.00	2,404	(425)	1
Other Expenditures	507		542	(35)	
Total Expenditures	2,486		2,946	(460)	

1. The variance is primarily due to vacancy management and Voluntary Reduced Work Week savings.

Children's disABILITY Services

Children's disABILITY Services (CDS) is responsible for policy and program development to support children with disabilities, their families and caregivers. CDS is a non-statutory, voluntary program that provides assistance to birth, adoptive and extended families caring for children who have developmental and/or lifelong physical disabilities. Services and supports are intended to strengthen families and reduce stress so that costly out-of-home placements are prevented or delayed.

CDS provides families with a variety of supports that respond to their unique circumstances and the assessed needs of their child. Staff use a family-centred approach to assist families with identifying and accessing the formal and informal resources they require. These supports may include respite care, child development services, supplies, equipment, transportation, summer skills support, after-school Care for Adolescents, behavioural services and home/vehicle modifications.

In collaboration with the departments of Health, Healthy Living and Seniors and Education and Advanced Learning, and the Healthy Child Manitoba Office, CDS provides policy direction and financial support for the implementation of the Children's Therapy Initiative (CTI), which includes children's occupational therapy, physiotherapy, speech and language therapy and audiology services. CTI provides a coordinated approach to the delivery of therapy services so that services for children are maximized. Therapy services are delivered through the Regional Health Authorities, school divisions and service agencies.

The Outreach Therapy for Children program is part of the Department's contribution to the broader CTI, and is delivered as a joint venture by the Society for Manitobans with Disabilities, the Rehabilitation Centre for Children, and St. Amant. Therapists work with the child's parents or caregivers so that they become the primary provider of therapy services and are able to integrate the therapy into the child's and the family's daily routines.

CDS also funds early intervention autism services. St. Amant Autism Programs deliver Applied Behavioural Analysis (ABA) services, an intensive behavioural interventions for young children diagnosed with Autism Spectrum Disorder (ASD). ABA is delivered by St. Amant in partnership with the departments of Family Services and Education and Advanced Learning. Autism Outreach is a consultative service delivered by departmental staff in Winnipeg and rural Manitoba. The service is provided by Early Intervention Autism Specialists, in collaboration with Child Development staff of the CDS program. Autism Outreach provides families with a play-based, child-led and flexible model of supports for their preschool children with ASD.

Key Results Achieved

- Played a lead role in promoting the development and delivery of appropriate services for children with disabilities through collaboration and consultation with programs involved in serving children and families, including the Healthy Child Manitoba Office; the Child Protection Branch; Manitoba Early Learning and Child Care; Manitoba Education and Advanced Learning and Manitoba Health, Healthy Living and Seniors.

- Provided funding to external agencies that deliver specialized services, such as augmentative and adaptive communication devices, auditory-verbal therapy and, clinical outreach and assistive technology clinics in rural settings. Funded non-government agencies include: the Society for Manitobans with Disabilities; Rehabilitation Centre for Children; St. Amant; Community Respite Services; Central Speech and Hearing Clinic; Open Access Resource Centre; and the Canadian National Institute for the Blind.
- Provided funding and support for the delivery of individualized services to 5,331 children and their families in 2015/16.
- Provided ongoing funding support to regional CTIs, which resulted in an estimated 44,000 children being served across the province in 2015/16.
- Provided funding for ABA programs. In 2015/16, St. Amant Autism Programs served 223 children: 131 in the Early Learning Program, including 22 children in the new Pre-Kindergarten Program; and 92 in the School-Age Learning Program. In addition, 39 children were provided with consultative follow-up support after completing the School Age Program. The Department also provided funding to St. Amant to deliver the Parent Support Model to families whose pre-school children are waitlisted for the Early Learning service. The Parent Support Model provides families with educational opportunities, assessment, goal planning and consultation so that families can begin using evidence-based strategies with their child. In 2015/16, 100 families received service from the Parent Support Model.
- Represented the Department on a variety of intergovernmental, interdepartmental and intersectoral working groups and committees.

Family Support Services
Number of Children Served by Region

Region	2013/14	2014/15	2015/16
Winnipeg	2,841	2,966	3,118
Eastman	519	548	553
Interlake	299	277	267
Central	516	528	515
Westman	491	489	503
Parkland	166	154	164
Northern	208	214	211
Total	**5,040**	**5,176**	**5,331**

ABA Programs
Number of Children Served

	2013/14	2014/15	2015/16
Early Learning Program	118	116	131*
School-Age Learning Program	109	114	92**

* *Includes the new Pre-Kindergarten program*

** *Reduced number of participants is due to program re-structuring. This total does not include consultative services to school age children.*

09-3B Children's disABILITY Services

Expenditures by Sub-Appropriation	Actual 2015/16 $000	FTE	Estimate 2015/16 $000	Variance Over/(Under)	Exp. No.
Salaries and Employee Benefits	465	5.00	430	35	
Other Expenditures	79		33	46	1
External Agencies	29,713		29,606	107	2
Total Expenditures	30,257		30,069	188	

1. The variance is due to a Community Living DisABILITY Services Program contract expensed to an incorrect Cost Centre.
2. The variance is a result of an approved labour market adjustment for agencies delivering therapy services for children.

Office of the Vulnerable Persons' Commissioner

The Office of the Vulnerable Persons' Commissioner (VPCO) ensures that the rights of individuals with intellectual disabilities to make decisions affecting their lives are respected and protected through the implementation of the substitute decision making provisions of *The Vulnerable Persons Living with a Mental Disability Act* (VPA). The VPCO develops and implements policies related to the substitute decision making provisions of the VPA; conducts preliminary investigations for the appointment of substitute decision makers (SDMs); makes decisions on applications, and where warranted, appoints SDMs; maintains a register of SDMs; provides advice, consultation and training on the SDM provisions of the VPA; and provides information to vulnerable persons, their families and the public. The VPCO carries out its statutory duties independently and at arms-length from the Department.

Key Results Achieved

- Made decisions on:
  - 130 applications for the appointment of an SDM for a vulnerable person
  - 27 applications for the appointment of an emergency SDM for a vulnerable person
  - 50 applications requesting changes during the term of SDM appointments
- Issued 6 reasons for decision.
- Maintained a register of SDM appointments for 1,855 vulnerable persons.
- Reviewed and monitored financial reports prepared by 634 family members and friends who act as SDMs for vulnerable persons on matters related to property.
- Conducted reviews of 275 vulnerable persons whose appointment of an SDM was expiring, to determine if the appointment should be renewed.
- Continued to review, update and implement informational resources related to SDM processes.
- Provided orientation, training, or informational presentations to approximately 100 family, agency and community service workers, panel members, and other interested parties.

09-3C Office of the Vulnerable Persons' Commissioner

Expenditures by Sub-Appropriation	Actual 2015/16 $000	FTE	Estimate 2015/16 $000	Variance Over/(Under)	Exp. No.
Salaries and Employee Benefits	384	5.50	522	(138)	1
Other Expenditures	73		92	(19)	2
Total Expenditures	457		614	(157)	

1. The variance is primarily due to vacancy management.
2. The variance is attributable to the requirement to digitize client files for archival purposes every second year; and attributable to lower operating costs due to vacancy management.

Early Learning and Child Care

Early Learning and Child Care oversees the operation of licensed early learning and child care in the province by supporting the provision of safe, accessible, affordable, quality, early learning and child care (ELCC) for the positive development of children and their families. The Branch develops and administers legislation, regulations, best practices, policies, procedures and new initiatives, and makes recommendations regarding multi-year planning. It has legislative responsibility for *The Community Child Care Standards Act* and Regulations, licenses and monitors compliance, and provides funding, program and administrative support to more than 1,100 community-based, licensed ELCC facilities.

The Branch oversees regulation and policy for the Subsidy Program, which provides subsidies to eligible families to help with the cost of child care, and works to support facilities caring for children with additional support needs through the Inclusion Support Program. It administers operating, capital and training grants for eligible facilities and capital funding for the construction or expansion of not-for-profit community-based and school-based ELCC centres. The Branch classifies all Child Care Assistants (CCAs) and Early Childhood Educators (ECEs) working in licensed centres and provides competency-based assessment and recognition programs to enable CCAs and internationally educated individuals to obtain an ECE II classification. It also provides funding to approved ELCC training programs to support the growth of the ELCC workforce. The Branch maintains a province-wide Online Child Care Registry that helps parents locate licensed ELCC facilities and register their children on multiple wait lists at one time. It also maintains the Child Care Online system which supports the operation of the ELCC system and is used by parents, licensed ELCC providers, and departmental staff.

Key Results Achieved

- Funded a Commission on ELCC to look at ways to redesign Manitoba's ELCC system. The Commission's report was published online on January 12, 2016.
- Launched a redeveloped and improved ELCC website on January 12, 2016, which included enhancements to the Online Child Care Registry and Child Care Online. These changes made the website more user-friendly and accessible for Manitoba families, centre and home providers and the ELCC workforce.

- Implemented a wage enhancement grant of $700 for full-time and $350 for part-time ECEs working in centres (1,405 ECEs in total), to help keep qualified ECEs in the licensed ELCC sector.
- Continued to implement the multi-year goals of *Family Choices: Manitoba's Plan to Expand Early Learning and Child Care* (2014).
- Stabilized and developed the ELCC system through the following targeted initiatives:

Affordability

- Provided funding for the Subsidy Program to support an estimated 8,121children in licensed child care in every four-week period.
- Maintained regulated maximum parent fees and continued to have the lowest regulated parent fees in Canada, outside of Quebec.
- Provided enhanced funding for designated nursery school spaces, which reduced parent fees to $5 per session with full subsidies for qualifying families, and provided additional resources for higher program quality.
- Provided funding for the income-based nursery school subsidy for families.

Accessibility and Universality

- Funded new and existing spaces in centres, with an emphasis on infant spaces, for a total of 876 more newly funded spaces.
- Provided resource supports and grants to 454 non-profit licensed child care centres and homes to support the inclusion of 1,541 children with additional support needs.
- Provided parents with convenient online access to register for licensed child care on the Online Child Care Registry (OCCR). At March 31, 2016, 13,960 placements have been made using the OCCR since its launch province-wide in June 2011.
- Continued to provide reliable funding for small ELCC centres located in rural and northern Manitoba to support their sustainability.

Quality – Workforce

- Introduced a two per cent funding increase via operating grants to ELCC facilities effective January 1, 2016, in support of wages and incomes.
- Assisted 93 facilities through a Wage Adjustment Fund.
- Provided funding for pension plans and retirement supports for the ELCC workforce.
- Collaborated with Manitoba Education and Advanced Learning to support the enrolment of students in approved two-year ECE training programs. Funding was provided for workplace training cohorts at: Red River College (to support 30

additional students for the 2015-17 program); Assiniboine Community College (to support 40 additional students for the 2015-17 program); Université de Saint-Boniface (to support 12-15 additional students for the 2014-16 program); and University College of the North (to support up to 15 additional students in remote communities.)

- Partnered with Manitoba Jobs and the Economy and Family Dynamics to offer training and supports to 16 newcomers and others pursuing a home-based business in licensed child care through a Self-Employment Program.
- Provided funding for training supports including 79 full-time day students who received Early Childhood Education Tuition Support Conditional Grants (formerly referred to as the Forgivable Loans Program – tuition support) and 217 Staff Replacement Grants (formerly referred to as the Substitute Grant Program) in support of students in full-time day and workplace ECE diploma programs.
- Provided an Annual Training Grant of $400 to 22 home-based child care providers and CCAs who successfully completed an approved 40-hour course in a recognized ECE training program, and for ECE IIs seeking to upgrade their classification to the ECE III level.
- Provided funding for the Recruitment Incentive Grant to encourage 12 trained ECEs to return to the field.
- Supported 30 individuals to receive ECE II classification by offering the Early Childhood Educator: Internationally Educated Qualifications program and the competency-based training programs which enable child care assistants with previous related post-secondary education to upgrade their classification to an ECE II.

Quality – Learning Environments

- Introduced a revised quality enhancement plan for all centres to improve programming with the option of using quality assessment tools for infant and preschool programs.
- Provided ongoing curriculum support to centres, and worked with new infant programs, preschool centres and nursery schools to develop their curriculum statements using the regulatory requirement for *Manitoba's ELCC Curriculum Framework* documents.
- Continued to revise policies and procedures to improve the efficiency and consistency of the Inclusion Support Program.
- Supported the development of child care centres in schools and on school property as a first choice location for ELCC. Capital fund priority is given to the development of these spaces to promote early childhood development and encourage strong partnerships between schools and ELCC centres. Worked in partnership with the Public Schools Finance Board on the planning and development of ELCC centres included as part of the construction of new schools, and under the Family Choices Building Fund – School-Based Stream.

- Provided capital funding for community-based projects up to 40 per cent of capital costs to a maximum of $600,000 for non-profit child care centre building or expansion projects, and continued an annual application process for the Family Choices Building Fund – Community-Based Stream.
- Continued to support the capital costs of child care building or expansion projects previously approved under the Family Choices Building Fund.
- Provided ongoing support to ensure compliance with the legislated Child Care Safety Charter, and to help new facilities develop safety plans and codes of conduct.
- Provided funding to, and partnered with, Family Dynamics on initiatives and activities to enhance and support quality ELCC services.
- Continued the Director Mentorship Project with a total of 16 participants, including two participants from northern Manitoba, to enhance the leadership abilities of individual child care centre administrators.

Centres and Homes
Total Facilities and Spaces

Centres	2014/15 No. of Centres	2014/15 No. of Spaces	2015/16 No. of Centres	2015/16 No. of Spaces
Fully Funded*	631	27,793	640	28,669
Unfunded Non-Profit**	17	1,110	14	1,045
Commercial***	33	1,562	35	1,514
Total	**681**	**30,465**	**689**	**31,228**

Homes	2014/5 No. of Homes	2014/5 No. of Spaces	2015/16 No. of Homes	2015/16 No. of Spaces
Fully Funded	303	2,178	306	2,193
Unfunded	127	918	119	864
Total	**430**	**3,096**	**425**	**3,057**

* *An organization registered as a not-for-profit corporation in receipt of provincial grants.*
** *An organization registered as a not-for-profit corporation, not in receipt of provincial grants.*
*** *An organization not registered as a not-for-profit corporation, not in receipt of provincial grants.*

Fully Funded Centres and Homes
as of March 31, 2016

	Centres		Homes		Total	
Region	**No. of Centres**	**No. of Spaces**	**No. of Homes**	**No. of Spaces**	**No. of Facilities**	**No. of Spaces**
Winnipeg	370	19,114	166	1,155	536	20,269
Westman	84	2,533	48	365	132	2,898
Eastman	49	2,160	20	141	69	2,301
Central	52	1,840	10	71	62	1,911
Interlake	33	1,148	45	325	78	1,473
Parkland	27	820	12	92	39	912
Northern	25	1,054	5	44	30	1,098
Total	640	28,669	306	2,193	946	30,862

Commercial Centres
as of March 31, 2016

Region	**Total No. of Facilities**	**Total No. of Spaces**
Winnipeg	28	1,343
Other Regions	7	171
Total	**35**	**1,514**

Licensing Orders, Suspensions, Refusals
2015/16

Facilities	**Number of Licensing Orders***	**Licence Suspensions/Refusals**
Non-profit centres	5	0
Commercial centres	0	0
Homes	1	0
Total	**6**	**0**

* *A licensing order is issued under Section 18 of The Community Child Care Standards Act when serious violations of licensing regulations occur and corrective action is ordered.*

09-3D Early Learning and Child Care

Expenditures by Sub-Appropriation	Actual 2015/16 $000	FTE	Estimate 2015/16 $000	Variance Over/(Under)	Exp. No.
Salaries and Employee Benefits,	4,617	68.90	4,836	(219)	1
Other Expenditures	1,111		1,387	(276)	2
Financial Assistance and Grants	157,006		156,638	368	3
Total Expenditures	162,734		162,861	(127)	

1. The variance is primarily due to vacancy management.
2. The variance is primarily due to no Early Childhood Education advertising campaign, lower than anticipated Board Governance and Director Mentorship support costs, and lower than budgeted costs for Competency Based Assessment Contracts.
3. The variance is primarily due to an over-expenditure related to the Inclusion Support Program, operating grants to centres and is offset by under-expenditures in child care subsidies, Early Learning and Child Care Pension, community-based capital and wage adjustment funding.

PROGRAM INDICATORS FOR EARLY LEARNING AND CHILD CARE

	2014/15	2015/16
ACCESSIBILITY & UNIVERSALITY		
Total number of program sites:	1,111	1,114
• number of child care centres	681	689
• number of child care homes	430	425
Program capacity (spaces)	33,561	34,285
• spaces for preschool children	22,414	22,812
• spaces for school age children	11,147	11,473
• change in program capacity (spaces)	+1,006	+724
• change in program capacity (%)	+ 3.1%	+2.2%
Number of children in Manitoba 0 to 12 years[1]	184,500	189,400
• preschool children (0 to 5 years)	86,000	86,700
• school age children (6 to 12 years)	98,500	102,700
Percentage of Manitoba children for whom there was a regulated space	18.2%	18.1%
• preschool children (0 to 5 years)	26.1%	26.3%
• school age children (6 to 12 years)	11.3%	11.2%
AFFORDABILITY		
Total number of newly funded child care spaces in centres[2]	1,480	876
• spaces for preschool children	782	444
• spaces for school age children	698	432
Maximum daily child care fees (centre based)[3]		
• infant	$30.00	$30.00
• preschool	$20.80	$20.80
• school age (before school/lunch/after school)	$10.30	$10.30
Maximum daily child care fees (home based)[3]		
• infant	$22.20	$22.20
• preschool	$18.20	$18.20
• school age (before school/lunch/after school)	$10.30	$10.30
Daily non-subsidized fee per child	$ 2.00	$ 2.00
Average number of children receiving subsidized child care per 4-week period	8,417	8,121
Subsidization levels based on family net income: family examples (centre based)		
• one parent, one preschool child		
- full subsidy up to	$16,420	$16,420
- partial subsidy up to	$28,874	$28,874
• two parents, two preschool children		
- full subsidy up to	$22,504	$22,504
- partial subsidy up to	$47,412	$47,412
Annual operating grant per space (for centres)		
• infant space	$10,985	$11,375
• preschool space	$ 3,983	$ 4,180
• school age space	$ 1,557	$ 1,664
• nursery school space (6 to 10 sessions/week)	$ 504	$ 528
Unit Funding Rate (daily revenue generated through parent fees and operating grants per space)[3]	$ 289	$ 295

[1] Source: Statistics Canada, Labour Force Survey. Does not include persons living on reserves and other Aboriginal settlements in the province, full-time members of the Canadian Armed Forces, the institutionalized population, and households in extremely remote areas with very low population density. Labour Force estimates are based on 2011 Census population counts.

[2] Maximum fees apply to all funded spaces.

[3] Unit funding rate increase to $295 was effective January 1, 2016.

	2014/15	2015/16
Parent fees as percentage of annual centre revenue[4]		
• infant space	42%	42%
• preschool space	58%	58%
• school age space	69%	70%
Annual operating grant funding levels for homes		
• infant space	$1,766	$1,766
• preschool space	$1,262	$1,369
• school age space	$ 739	$ 790
QUALITY		
Regulated ratios (centre based)		
• infant	1:4	1:4
• preschool	1:8	1:8
• nursery school	1:10	1:10
• school age	1:15	1:15
Proportion of staff required to be ECE IIs or IIIs		
• infant and preschool centres	two-thirds	two-thirds
• school age centre and nursery school	one-half	one-half
Minimum training requirement for CCAs within first year of employment	Approved 40-hour course	Approved 40-hour course
Minimum training requirement for family child care licensees within first year of operation	Approved 40-hour course	Approved 40-hour course
Centre staff by classification		
• Number of ECE IIs (diploma required for classification)	1,859	1,965
• Number of ECE IIIs (post-diploma education required for classification)	1,000	1,010
Enhanced Family Child Care Homes (FCC): licensee classified as ECE II or ECE III		
• number of enhanced homes	68	65
• number of enhanced home spaces	501	516
Change in revenue for trained ECE IIs[5]	+0.2%	1.9%
Change in income for FCC licensees	+0.68%	0.79%
Percentage of centres that are non-profit	95%	95%
Percentage of centre spaces that are non-profit	95%	95%
Number of children served under the Inclusion Support Program	1,510	1,541
Percentage of facilities participating in the Inclusion Support Program		
• Centres	61%	61%
• Homes	9%	8%

[4] Centre revenue is made up of income from an operating grant and income from parent fees or fee subsidies on behalf of eligible families.

[5] Based on salary analysis of ECE IIs in funded full-time centres.

FAMILY CHOICES:
Manitoba's Plan to Expand Early Learning and Child Care

Progress Report to March 31, 2016

Commitment	Progress
1. Building and Expanding	✓ Funded new and existing spaces in centres, with an emphasis on infant spaces, for a total of 864 more newly funded spaces. ✓ Completed an intake process for school-based capital projects under the Family Choices Building Fund. At March 31, 2016, 45 projects have been completed at Manitoba school sites since 2008. ✓ Completed an intake process for community-based capital projects under the Family Choices Building Fund. At March 31, 2016, 65 community projects have been completed since 2008. ✓ Improved support to licensed facilities. As of January 2016, Winnipeg Child Care Co-ordinators took on specialized roles that include: licensing, monitoring, risk management, inclusion support and quality enhancement.
2. Supporting the Workforce	✓ Provided a wage enhancement grant to licensed child care centres on behalf of 1,405 long term ECEs, to help keep qualified ECEs in the licensed early learning and child care sector. Full-time ECEs received $700 and part-time ECEs received $350. ✓ Introduced a two per cent funding increase via operating grants to early learning and child care facilities effective January 1, 2016, in support of ECE wages and incomes. ✓ Provided funding and collaborated with Manitoba Education and Advanced Learning to support the enrolment of up to 100 students in approved two-year Early Childhood Education Workplace diploma programs. Funded additional conditional tuition grants for full-time day students and staff replacement grants for workplace training students. ✓ Continued to provide the annual training grant of $400 for child care assistants and home providers working toward their ECE II certification and for ECE IIs working toward their ECE III certification. ✓ Continued to provide a mentorship program for ELCC centre directors (16 participants).

Commitment	Progress
3. ***Supporting Families and the Licensed System They Depend On***	✓ Maintained regulated maximum parent fees while continuing to have the second lowest regulated parent fees in Canada. ✓ Launched the redeveloped Early Learning and Child Care Program website in January 2016, allowing families, centre and home providers and the early learning and child care workforce to get the information they need more quickly and easily. ✓ Continued to improve the Online Child Care Registry by creating a step by step guide for registration, simplifying the process to add children to an existing account, updating messaging and providing more information about nursery schools.
4. ***Supporting Licensed Child Care in Homes***	✓ Continued to partner with Manitoba Jobs and the Economy and Family Dynamics to offer a Self-Employment Program (training and supports) to potential home-based child care providers as they pursue licensing. ✓ Maintained start-up grants for home providers. ✓ Established a new unit focusing on risk management as part of the ELCC re-organization. Followed-up on unlicensed child care complaints and encouraged unlicensed private home providers to pursue licensing. ✓ Promoted licensed home-based child care as a career and provided new information on the redeveloped website. ✓ Provided information about unlicensed child care on the website.

Commitment	Progress
5. Improving Quality, Diversity and Inclusion	✓ Established a new unit focusing on resource development, as part of the ELCC reorganization. ✓ Provided ongoing quality enhancement, capacity building and curriculum, inclusion, resource and technical support to centres from a centralized team. ✓ Introduced a revised quality enhancement plan for all centres to improve program quality with the option of using quality assessment tools for infant and preschool programs. ✓ Continued to support the development of an Indigenous model of Early Childhood Programming/Curriculum that includes culture and language components. ✓ Continued to revise policies and procedures to improve the Inclusion Support Program's efficiency and consistency. ✓ Continued discussions on improving child care standards in Manitoba First Nations communities. Participated on the Manitoba First Nations Education Resource Centre committee related to early childhood education on First Nations.
6. Exploring Future Changes	✓ Supported a Commission on Early Learning and Child Care. The Commission on ELCC submitted its final report in January 2016.

Family Violence Prevention

The Family Violence Prevention Program (FVPP) promotes the elimination of family violence by providing program and administrative support to community-based agencies that offer a wide continuum of services across the province, and by working to change societal attitudes about issues related to family violence through public education and training.

In 2015/16, the FVPP provided almost $13 million to 39 community-based programs (implemented by 35 agencies) that offer services to women, men and children affected by family violence. Funded agencies and programs include:

Women's Shelters

Ten women's shelters provide safe, emergency accommodations and supportive counselling to women and their children who have experienced family violence. Some shelters also provide men with supportive counselling and accommodation in a hotel as necessary. The ten shelters include:

- Eastman Crisis Centre Inc.
- Ikwe-Widdjiitiwin Inc.
- Nova House Inc.

- Parkland Crisis Centre Inc.
- Portage Family Abuse Prevention Centre Inc.
- South Central Committee on Family Violence Inc.
- The Pas Committee for Women in Crisis Inc.
- Thompson Crisis Centre Inc.
- Westman Women's Shelter - YWCA Brandon
- Willow Place Inc.

Information/Crisis Lines

A provincial toll-free information/crisis line (1-877-977-0007) offers information and support 24-hours per day, 7 days per week, to individuals seeking assistance due to family violence.

Residential Second-Stage Programs

Four residential second-stage programs offer safe, protective, affordable interim housing and services for women leaving abusive relationships. These programs also provide individual and group counselling, parenting support and information. Children's counselling is also available. They are:

- Alpha House Project Inc.
- Bravestone Centre Inc.
- L'Entre-temps des Franco-Manitobaines Inc.
- Samaritan House Ministries Inc.

Women's Resource Centres

Nine women's resource centres provide individual counselling, information and referral, outreach and support groups to women affected by family violence as well as educational programs, volunteer training and community development activities. Children's programming for those affected by family violence is also available. They are:

- Fort Garry Women's Resource Centre Inc.
- Interlake Women's Resource Centre Inc.
- Lakeshore Women's Resource Centre Inc.
- North End Women's Centre Inc.
- Pluri-elles (Manitoba) Inc.
- Snow Lake Centre on Family Violence Inc.
- Swan Valley Crisis Centre Inc.
- The Western Manitoba Women's Regional Resource Centre Inc.
- Women's Safe Haven/Resource Service Inc.

Urban Support and Specialized Programs

Sixteen specialized and urban support programs offer a variety of unique services to those affected by family violence, as well as training and public education. These programs include legal assistance for women, immigrant women's counselling, couples counselling, children's supervised access programs, services to women and men who

are survivors of childhood and/or adolescent sexual abuse, programs for men with abusive behaviours and for men (and their children) who are leaving abusive relationships, a program for Aboriginal youth and families, education for youth about healthy relationships, as well as clinical consultation and training. They are:

- A Woman's Place: Domestic Violence Support and Legal Service - NorWest Co-op Community Health Inc.
- Anishinabe Nini – Sandy Bay Child and Family Services (CFS)
- Brandon Access/Exchange Service
- Couples Counselling Program - YWCA of Brandon
- Couples Counselling Project - University of Manitoba
- Family Violence Counselling Program - NorWest Co-op Community Health Inc.
- Immigrant Women's Counselling Services - NorWest Co-op Community Health Inc.
- Iskotew: Aboriginal Women Healing Program – YWCA Thompson
- Men Are Part of the Solution Inc. (MAPS)
- Men's Program - The Counselling Centre
- Men's Resource Centre – (administered by The Laurel Centre)
- Spirit of Peace Program - Ma Mawi Wi Chi Itata Centre Inc.
- Survivor's Hope Crisis Centre Inc. (SADI)
- The Laurel Centre Inc.
- Wahbung Abinoonjiiag Inc.
- Winnipeg Children's Access Agency Inc.

Key Results Achieved

- Provided funding and support for the delivery of individualized services to 46,106 women, men, and children in 2015/16, including:
  - Women's Resource Centres – 37,975 women and children
  - Women's Shelters – 2,670 women and children
  - Residential Second-Stage Programs – 150 women and children
  - Specialized Programs – 5,320 women, children, men, couples and families

  In addition to the 46,106 individuals served in person, shelters received and responded to 12,737 requests for information via crisis lines.
- Partnered in the implementation of the Multi-Year Domestic Violence Prevention Strategy. Funding provided as part of the Strategy in 2015/16 includes:
  - three-year funding ($50.0 per year) to the Aboriginal Women Healing Program, Iskotew, operated by the YWCA Thompson; and
  - three-year funding ($45.0 per year) to Anishinabe Nini, operated by Sandy Bay CFS.
- As part of the response to the Multi-Year Domestic Violence Prevention Strategy, delivered training to meet the needs of front-line and management staff within funded agencies. In 2015/16, 123 individuals took part in seven training sessions on topics such as Risk Assessment, Indigenous Cultural Competency, and Helping Clients Affected by Trauma.
- Provided training on the impact of family violence on children to 30 CFS workers and 19 CFS foster parents.

- Provided clinical consultation to assist FVPP agencies with complex client cases (137 consultations; 120 consultation hours in 2015/16). The consultants also provided on-site counselling-related training (130 participants attended 15 sessions in 2015/16).
- Continued to offer specialized Interpersonal Violence and Technology Training across the Province. In 2015/16, 171 individuals took part in seven sessions.
- Worked with the Agency Accountability and Community Initiatives Unit to revise and renew Service Purchase Agreements for FVPP-funded agencies.
- Conducted ongoing monitoring to ensure funding accountability and service quality at FVPP-funded agencies through site visits, Agency Program Consultations and Agency Adherence Reviews.
- Provided leadership to external agencies and government committees regarding the development of policy and best practices in the area of family violence prevention.

Number of Residential Bednights* - Women's Shelter Services

Type of Agency	2013/14	2014/15	2015/16
Shelters	40,770	38,014**	35,782
Women's Resource Centres	2,376	2,016	1,905
Total	**43,146**	**40,030**	**37,687**

* *A bednight is a unit of measure used to indicate one night of accommodation provided by an agency to one individual. For example, one woman and one child staying for one week's accommodation equals 14 bednights.*

** *Shelters experienced a reduction in the number of children attending shelters with their mothers.*

Number of Clients Served by Shelters

Type of Service	2013/14	2014/15	2015/16
Crisis Intervention:			
Residential	1,350	1,325	1,193
Non-residential	342	377	315
Children's Counselling[1]	1,404	1,253	1,162
Follow-Up Counselling[2]	469	470	336
Total	**3,565**	**3,425***	**3,006****

* *Shelters experienced a reduction in the number of children attending shelters with their mothers.*

** *Reduced staffing resulted in a lower number of clients being served by shelters, particularly in non-residential, follow-up and children's program areas.*

1. Includes residential and non-residential services.
2. Includes follow-up counselling for women and children.

Number of Calls Received by Shelter Crisis/Information Lines

Agency	2013/14	2014/15	2015/16
Winnipeg Shelters	6,683	5,801	5,201
Rural Shelters	5,553	6,054	7,536
Total	**12,236**	**11,855**	**12,737**

Number of Clients Served by Interim Housing and Residential Second-Stage Programs

Type of Program	2013/14	2014/15	2015/16
Interim Housing*	154	176	194
Long-Term Second Stage	161	150	150
Total	**315**	**326**	**344**

* *Includes women and children in Shelter Interim Housing.*

Number of Residential Bednights* for Interim Housing and Residential Second-Stage Programs

Type of Program	2013/14	2014/15	2015/16
Interim Housing**	14,935	17,895	15,974
Long-Term Second Stage	24,012	22,709	21,459
Total	**38,947**	**40,604**	**37,433**

* *A bednight is a unit of measure used to indicate one night of accommodation provided by an agency to one individual. For example, one woman and one child staying for one week's accommodation equals 14 bednights.*

** *Includes women and children in Shelter Interim Housing.*

Number of Clients Served by Women's Resource Centres

	2013/14	2014/15	2015/16
Women			
Information and Referral	31,262	29,699	36,510
Counselling Clients	999	1,181	1,132
Children's Counselling	139	117	256
Total	**32,400**	**30,997**	**37,898**

Number of Individual Counselling Sessions – Women's Resource Centres

	2013/14	2014/15	2015/16
Women	5,514	5,089	5,268
Children	994	985	1,002
Total	**6,508**	**6,074**	**6,270**

Number of Clients Accessing Urban Support and Specialized Programs

	2013/14	2014/15	2015/16
Urban Support	1,713	1,628	1,481
Specialized	1,361	1,261	1,385
Total	**3,074**	**2,889**	**2,866**

Number of Participants in Public Education Activities*

	2013/14	2014/15	2015/16
Shelters	6,555	16,634	13,586
Second Stage Programs	509	536	838
Women's Resource Centres	8,422	9,204	9,025
Urban Support and Specialized Programs	6,235	7,718	7,134
Total	**21,721**	**34,092**	**30,583****

* *This includes community and school presentations to raise awareness of family violence and available services.*
** *Decrease in public education activities can be linked in part to reduced availability of staff time to provide this service.*

History of Funding to External Agencies by Type of Service ($000s)

Category	2013/14	2014/15	2015/16
Shelters	$5,459	$5,521	$5,645
Fee Waiver	47	42	63
Facility Cost	767	750	827
Per Diem	1,041	964	893
Shelter Sub-Total	**7,314**	**7,277**	**7,428**
Second Stage	565	571	571
Urban Support Program	1,738	1,816	1,816
Women's Resource Centres	1,794	1,834	1,874
Lavoie Inquiry Initiatives	834	884	865
Community Grants	**--**	**95***	**95**
Total	**$12,245**	**$12,477**	**$12,649**

* *New grants to support pilot projects focused on reducing and studying domestic violence.*

09-3E Family Violence Prevention

Expenditures by Sub-Appropriation	Actual 2015/16 $000	FTE	Estimate 2015/16 $000	Variance Over/(Under)	Exp. No.
Salaries and Employee Benefits	424	8.00	631	(207)	1
Other Expenditures	102		41	61	2
External Agencies	12,649		12,932	(283)	3
Total Expenditures	13,175		13,604	(429)	

1. The variance is primarily due to position vacancies.
2. The variance is primarily related to higher than anticipated agency start-up and legal services costs.
3. The variance is due to lower than aniticipated per diem costs.

Disabilities Issues Office

The Disabilities Issues Office (DIO) supports the Minister responsible for Persons with Disabilities in ensuring the development of disability inclusive policies and programs, with a focus on *The Accessibility for Manitobans Act* (AMA) and accompanying accessibility standards. The DIO serves as the Secretariat to the Accessibility Advisory Council and is charged with the administration of the AMA.

The DIO supports communication between the disability community and government, helps identify priority issues, and contributes to policy change to enhance initiatives affecting Manitobans with disabilities. The DIO promotes positive attitudes about disability to help make Manitoba a more inclusive society.

Key Results Achieved

- The Accessibility Standard for Customer Service was established as a regulation effective November 1, 2015, following consideration of recommendations from the final 60-day period for public feedback.
- Met monthly with the Accessibility Advisory Council (AAC) and its established committees and posted summaries of discussions on the DIO website.
- Assisted the AAC in preparations related to the creation of a Standard Development Committee on Employment.
- Coordinated eight meetings of the Standard Development Committee on Employment and assisted in the preparation of its report to the AAC.
- Launched the Guide for Public Sector Organizations on How to Create Your Accessibility Plan, along with checklists, templates and resource contacts.
- Offered bi-monthly half-day workshops to train public sector organizations that are required under the AMA to create an Accessibility Plan. In total, the DIO offered 45 training sessions and presentations.
- Provided training to all 75 public organizations with a 2016 deadline, to create an Accessibility Plan. Contacted all municipalities with a 2017 deadline and provided training to approximately one- third of them.
- Provided additional training and support to organizations located outside Winnipeg,
- Supported the Civil Service Commission's preparation of an Accessibility Plan for the Government of Manitoba (which incorporates Manitoba's Policy on Access to Government). Helped prepare a presentation to Deputy Ministers, training for departmental accessibility coordinators, a webinar presentation, and an online accessibility training course.
- Coordinated training for the Government of Manitoba to help fulfill its commitment to meet Web Content Accessibility Guidelines Level AA.
- Launched www.AccessibilityMB.ca in June 2015 to serve as a one-stop resource for persons wanting to learn about the AMA, how to create accessibility, and fulfill their obligations. The French site is www.AccessibiliteMB.ca.

- Created a bilingual introductory brochure on the Accessibility Standard for Customer Service and initiated the development of a variety of tools for use by employers, employees and the general public. Launched a successful social media pilot project with regular messaging for the Government of Manitoba's Facebook and Twitter accounts, flagged under the hashtag #AccessibleMB.
- Designed a series of five posters as the basis for a future public awareness campaign with a tag line "accessibility means..."
- Planned and initiated meetings with potential partners to create public awareness around the AMA, including crown corporations, the Association of Manitoba Municipalities, the United Way and The Winnipeg Foundation.
- Offered numerous presentations and wrote articles to create AMA awareness among public, private and not-for-profit organizations.
- Worked with World Trade Centre – Winnipeg to reach small businesses through bi-lingual webinars.
- Undertook an environmental scan of existing provincial inspection and enforcement regimes to determine how these can assist in ensuring compliance with the AMA.
- Joined community organizations in celebrating Manitoba Access Awareness Week, with a training event targeting public sector organizations that are required to create an accessibility plan.
- Helped coordinate Disability Inclusion in Employment Awareness in October, with activities designed to encourage career development among youth with disabilities and promote employer awareness of the benefits of employing Manitobans with disabilities.
- Celebrated International Day of Persons with Disabilities with disability rights activist Ms. Judith Heumann, Special Advisor for International Disability Rights at the U.S. Department of State. Ms. Heumann highlighted progress made on *The Americans with Disabilities Act* and the UN Convention on the Rights of Persons with Disabilities. In addition, celebrated International Human Rights Day at the Canadian Museum for Human Rights, where Ms. Heumann's contribution to disability rights forms part of the display.
- Collaborated with All Aboard and Manitoba Bureau of Statistics to enhance Manitoba's data set on Manitobans with disabilities collected by Statistics Canada.
- Produced a training tool with the Community Inclusion Working Group of Manitoba to address neighborhood opposition to residential programs (staffed community homes) for persons with intellectual disabilities, as well as youth in care.
- Provided advice to provincial Departments on policy issues affecting Manitobans with disabilities including: employment, income, community living, recreation, transportation, and the disability service needs of specific population groups.
- Represented the DIO on the City of Winnipeg's Access Advisory Committee, on a cross-Canada DIO network and in numerous community and stakeholder meetings.

- Responded to over 2,500 general telephone inquiries and approximately 1,000 electronic inquiries, regarding the AMA and access to disability related services.

09-3F Disabilities Issues Office

Expenditures by Sub-Appropriation	Actual 2015/16 $000	FTE*	Estimate 2015/16 $000	Variance Over/(Under)	Exp. No.
Salaries and Employee Benefits	572	6.00	534	38	
Other Expenditures	95		100	(5)	
Total Expenditures	667		634	33	

Social Services Appeal Board

The Social Services Appeal Board (SSAB) ensures that Manitobans have access to a fair, impartial and formal appeal process for decisions made by social services and programs administered by the Province of Manitoba.

The SSAB hears appeals on decisions made by a wide range of programs and services that include financial assistance programs and programs for persons with disabilities. Under provisions of *The Social Services Appeal Board Act,* the SSAB also hears appeals related to the licensing of child care facilities, private adoption agencies and residential care facilities. Hearings are convened throughout Manitoba within time frames specified in legislation, and written decisions are provided within 15 working days of each hearing. The SSAB carries out its statutory duties independently and at arms-length from government.

The SSAB acts in an advisory capacity to the Minister on matters of policy, changes in legislation, issues arising out of hearings and other matters referred to the Appeal Board by the Minister.

Key Results Achieved

- Received 667 appeals

09-3H Social Services Appeal Board

Expenditures by Sub-Appropriation	Actual 2015/16 $000	FTE*	Estimate 2015/16 $000	Variance Over/(Under)	Exp. No.
Salaries and Employee Benefits	463	5.00	437	26	
Other Expenditures	68		47	21	1
Total Expenditures	531		484	47	

* *Full time equivalents do not include board positions.*

1. The variance is primarily due to an increase in legal costs and to an increase in the number of appeals.

The Social Services Appeal Board Annual Report for the year 2015/16 may be obtained from the Appeal Board's office at 7th floor-175 Hargrave Street, Winnipeg MB R3C 3R8, by telephone at 204-945-3003 or online at http://www.gov.mb.ca/fs/ssab/annual_reports.html.

Manitoba Status of Women

In support of the mandate of the Minister responsible for the Status of Women, the Manitoba Status of Women promotes gender equality and the equal participation of all women in society; improves the economic, social, legal and health status of women, and contributes to ending exploitation and violence against women.

These objectives are achieved by identifying the needs and concerns of Manitoba women; raising awareness of issues affecting women; partnering with community organizations and other government departments to promote gender equality; and, bringing the concerns and aspirations of women to the provincial government to ensure they are integrated into government programs, policies and legislation.

Key Results Achieved

- Worked in partnership with Federal/Provincial-Territorial (FPT) Status of Women Ministries across Canada on issues of common or national interest such as violence against women, economic security and women's leadership. Hosted the annual FPT meeting of Ministers responsible for the Status of Women in Winnipeg.
- Collaborated with FPT partners to host the national "Sexual Violence Knowledge Exchange" in June 2015 in Winnipeg. The event brought together approximately 200 participants from across Canada – including service providers, health care professionals, law enforcement personnel, academics, senior government officials, students and other key stakeholders working in the area of sexual violence response and prevention.
- Continued to partner with the City of Winnipeg, Winnipeg Police Service, the University of Winnipeg, and community groups to develop and implement strategies to prevent and effectively respond to sexual violence in Winnipeg, as part of the United Nations (UN) Safe Cities Global Initiative. Initiatives and activities included:
    - Released "Who Will You Help" public service announcements and a webpage about sexual violence called "You Are Not Alone" that provides information on how to receive support.
    - Attended and reported on Winnipeg results at the international Global and Safe Cities and Safe Public Spaces Leaders' Forum.
    - Hosted a panel discussion on sexual violence on post-secondary campuses.
    - Continued to organize the Safe City Steering Committee meetings.
- Partnered with the Winnipeg Blue Bombers and Status of Women Canada to continue the *Break the Silence* Campaign, which includes public service announcements and educational workshops led by Winnipeg Blue Bomber players

and staff and provided to high school students, football teams, coaching staff and community leaders. This year, 10 school-based workshops took place as well as a specialized workshop for the coaching staff and Blue Bomber players.

- To commemorate the 100th anniversary of voting and political milestones, Manitoba proclaimed the month of January 2016 to be "Woman's Equality Month". A series of special events were held that included the following MSW-led activities:
  - Display of special banners on the Legislative Building grounds.
  - Presentation on Manitoba's voting patterns and other issues related to women in politics.
- Offered funding to community organizations throughout the province to deliver *Power Up,* a computer training program for women.
- Provided policy and administrative support to the Manitoba Women's Advisory Council.

Manitoba Women's Advisory Council

The Manitoba Women's Advisory Council works within Manitoba Status of Women to represent the issues and concerns of Manitoba women. The Council focuses on issues that have a social, legal or economic effect on the lives of women and their families.

The Manitoba Women's Advisory Council was established through an Order-in-Council in 1980. Since 1987, the function and operation of the Council has been governed by *The Manitoba Women's Advisory Council Act*.

The Council has a chair and several community members appointed by the provincial government. Members reflect the cultural diversity of Manitoba women and come from rural, urban and northern communities.

The Advisory Council reports to the Minister responsible for the Status of Women.

Key Results Achieved

- Held six Council meetings, as mandated by *The Manitoba Women's Advisory Council Act*.
- Raised awareness of women's issues by hosting four large-scale community events: December 6th Sunrise Memorial, International Women's Day, Women's History Month, and International Day of the Girl.
- With Manitoba Status of Women, organized and co-hosted seven Lunch and Learn sessions on a variety of issues of concern to women, including: economic security, women's participation in politics, online safety, traditional parenting skills, elder abuse prevention, and domestic violence.
- With Manitoba Status of Women, issued the Community Networking Grant for Women to five community groups. This grant is designed to assist women in rural, remote and northern communities to network together as peers, share resources and information, and take action on issues important to them and their communities.

- To commemorate the 16 Days of Activism Against Gender Violence, November 25 – December 10, 2015, the Manitoba Status of Women raised public awareness of gender-based violence by hosting local community events, such as a resource sharing event for women, and by lighting prominent city buildings orange, including the Manitoba Legislative Building.
- Acknowledged women's contributions by providing funding for the Babs Friesen Lifetime Achievement Award with the YM/YWCA of Winnipeg.
- Achieved stronger connections with the women's community by supporting community activities, marches, networks of women, conferences and other events, and delivered community information via the Council's current e-mail distribution list to over 1,000 organizations and individuals.

09-3I Manitoba Status of Women

Expenditures by Sub-Appropriation	Actual 2015/16 $000	FTE	Estimate 2015/16 $000	Variance Over/(Under)	Exp. No.
Total Salaries	670	9.00	665	5	
Total Other Expenditures	170		203	(33)	1
Total Grants	95		130	(35)	2
Total Expenditures	935		998	(63)	

1. The under expenditure is primarily due to expenditure management controls.
2. The under expenditure is primarily due to a review of Training for Tomorrow scholarship program resulting in a delay in grant funding for agencies.

Legislation and Strategic Policy

The Legislation and Strategic Policy Branch (formerly known as Policy and Planning) is a service provider that leads the development of all departmental legislation and provides advice, decision making support and policy management services to the Deputy Minister and to each of the divisions of Family Services on a wide range of issues that affect the Department and the delivery of social services to Manitobans. The Branch also provides policy development services, coordinates and assists with interdepartmental activities, and coordinates the development of responses to access to information and protection of privacy requests.

Key Results Achieved:

- Drafted all legislative proposals and drafting instructions for the Department and served as the key contact with Legislative Counsel in developing legislation. For example, amendments to *The Adult Abuse Registry Act*
- Coordinated strategic planning and performance management activities demonstrated through 2015/16 departmental planning and reporting processes.

- Undertook research and analysis and offered strategic advice to executive and divisional management regarding departmental trends, policies, programs and legislative initiatives.
- Provided key information to the Minister, Deputy Minister and senior management including the preparation of briefing and planning materials, authority seeking documents, correspondence and public reporting documents.
- Drafted policies and procedures to support the work of the Department, including policies related to access and privacy issues.
- Represented the Department in interdepartmental, intergovernmental, and intersectoral discussions related to a broad range of social issues.
- Responded to public requests for information according to *The Freedom of Information and Protection of Privacy Act* (FIPPA) and *The Personal Health Information Act* (PHIA). Coordinated responses regarding other issues related to access and privacy.

Freedom of Information (FIPPA) Requests

	2014/15		2015/16	
FS Divisions	**Total**	**Percentage**	**Total**	**Percentage**
Administration and Finance	77	29%	32	17%
Child and Family Services	102	38%	99	52%
Community Service Delivery	14	5%	11	6%
Community Engagement and Corporate Services	28	11%	23	12%
Legislation and Strategic Policy Branch*	37	14%	18	9%
Transfers to other departments	9	3%	8	4%
TOTAL Applications	**267**	**100%**	**191**	**100%**

Type of Applicant	**Total**	**Percentage**	**Total**	**Percentage**
Private Citizen	46	17%	77	40%
Political Party	172	65%	80	42%
Organization	32	12%	15	8%
Media	17	6%	19	10%
TOTAL Applications	**267**	**100%**	**191**	**100%**

* *Legislation and Strategic Policy Branch coordinates access requests that are blanket requests (more than one department) or include more than one program or division within the Department.*

09-3J Legislation and Strategic Policy

Expenditures by Sub-Appropriation	Actual 2015/16 $000	FTE	Estimate 2015/16 $000	Variance Over/(Under)	Exp. No.
Salaries and Employee Benefits	485	7.00	509	(24)	
Other Expenditures	75		17	58	1
Total Expenditures	560		526	34	

1. The variance is primarily due to monthly expenditures on a consulting contract to support the Premier's Advisory Committee on Education, Poverty and Citizenship for which costs were only incurred for 2 months in 2014/15.

Fair Practices Office

The Fair Practices Office (FPO) provides confidential, impartial assistance to Manitobans applying for, or receiving services under, select Manitoba Family Services and Manitoba Jobs and the Economy programs, who feel they have not been treated fairly.

The FPO investigates complaints and mediates disputes. It also helps identify repetitive complaint patterns that may require systemic changes and makes recommendations to departments on how they can improve service delivery and enhance program fairness.

Key Results Achieved

- Received and responded to 193 complaints from Employment and Income Assistance (EIA) clients.
- Developed policies and procedures to enhance the consistency, impartiality, confidentiality and independence of the FPO and its services.
- Provided training to area office staff and senior management groups on fair practices and the services of the FPO.
- Developed and implemented a communication plan to increase awareness of the FPO, its services and its expanded mandate, including the development of a website, FAQs, Power Point presentation, brochure and poster.
- Provided information sessions to four community organizations that serve EIA clients.
- Expanded service to all programs under the mandate of the FPO including EIA, market*Abilities*, Community Living disABILITY Services, Children's disABILITY Services and Early Learning and Child Care subsidy.

Child and Family Services Division

The Child and Family Services (CFS) Division administers and oversees statutory provisions under *The Child and Family Services Act, The Child and Family Services Authorities Act,* and *The Adoption Act.* The Division provides funding and oversight to the four Child and Family Services Authorities (the Authorities) and to community-based agencies providing a comprehensive continuum of early intervention, prevention, and child protection and reunification services throughout Manitoba that contribute to the healthy social development of children, families and communities, and in particular, to at risk children and families. The Division administers centralized service areas and provides program and policy management, data analytics, and evaluation for child and family services programs including Family Conciliation Services.

Along with the Chief Executive Officer of each CFS Authority, the Statutory Director of CFS participates as a legislated member of Standing Committee, which serves as an advisory body to the four CFS Authorities and the Government of Manitoba. The CFS Authorities' mandated agencies deliver and manage services to families and communities including prevention, child protection, child in care and adoption services. In 2015/16, the CFS agencies mandated by the four Child and Family Services Authorities provided services to 9,661 families and 238 minor expectant parents. These services helped 17,026 children remain in their family home or be reunited with their families and be safe at home in 2015/16.

The Division is comprised of two branches:

- Strategic Initiatives and Program Support
- Child Protection.

Strategic Initiatives and Program Support

Strategic Initiatives and Program Support (SIPS) coordinates strategic initiatives across the CFS division, and in collaboration with other key departments and stakeholders. SIPS supports the Assistant Deputy Minister by providing program and policy development and analysis, and coordinating long-term child and family initiatives and strategies across other divisions and departments.

SIPS helps to ensure fiscal and program accountability by assisting branches, programs and services to manage financial resources and business relationships with agencies. SIPS administers grants, contracts and program support to community-based agencies. It also provides recommendations on legislative changes to support government initiatives and priorities. In addition, SIPS supports the continuous improvement of division programs and services by conducting, participating in, or reviewing, program evaluations and quality assurance reviews, and by providing advice on how to incorporate best practice approaches into service delivery.

Key Results Achieved

Strategic Initiatives

- Supported and assisted in the further development of the CFS Authorities and the child and family services system in general by participating on the Child and Family Services Standing Committee and providing support for Leadership Council meetings.
- In collaboration with the Child Protection Branch, coordinated, tracked and managed the development of responses to the recommendations of external reviewers including the Manitoba Ombudsman, the Children's Advocate and the Office of the Auditor General.
- In collaboration with the CFS Authorities and the Child Protection Branch, SIPS continued to report on the child welfare outcomes indicator of percentage of children in Manitoba under age 18 in care and published this indicator in the All Aboard Annual Report, pursuant to Poverty Reduction and Social Inclusion Indicators Regulation.
- Coordinated and managed, with the Administration and Finance Division's Project Management Office and the CFS Authorities, the development and review of implementation plans in response to the recommendations from the Hughes Report, *The Legacy of Phoenix Sinclair: Achieving the Best for All Our Children* and the AMR Planning and Consulting *Options for Action: An Implementation Report for the Legacy of Phoenix Sinclair: Achieving the Best for All Our Children.*
- Assisted in the review and development of responses related to funding models, roles and responsibilities, information system development, emergency and group care resources and legislation; Differential Response/Family Enhancement, complex needs children and youth, interdepartmental protocols, evaluation, quality assurance, governance, information technology, accountability and financial management.
- Provided project management support to the quality assurance review of a CFS Authority.
- Worked with Indigenous and Northern Affairs Canada (INAC – formerly Aboriginal Affairs and Northern Development Canada) and First Nations CFS Authorities on the further development of an on-reserve prevention framework consistent with Manitoba's Differential Response/Family Enhancement approach. In addition, as part of Manitoba's agreement with INAC regarding the funding of First Nations CFS agencies in Manitoba, the office assisted CFS Authorities and agencies to renew agency strategic service plans.
- In collaboration with the Administration and Finance Division and the Child Protection Branch, SIPS supported the administration of funding and contribution agreements with the CFS Authorities; worked to automate and streamline the child maintenance billing system; updated, distributed and provided training on the new child maintenance manual for use by agencies in processing child maintenance

billings; created new child maintenance policies to support services to children and families; and supported the redevelopment of Emergency Placement Resources.

- In collaboration with the Legislation and Strategic Policy Branch and the Child Protection Branch, participated in the development of policy and legislative initiatives related to customary care and the Children's Advocate.
- Continued to represent the Department on interdepartmental committees developing new child and family services strategies and initiatives such as the Child Welfare Workforce Recruitment and Retention Roundtable; Healthy Child Manitoba initiatives such as children and youth with complex needs committees, the expansion of the COACH program to include 11 to 15 year-old children/youth with complex needs who are involved with the child welfare system, the Families First pilot, the provincial suicide prevention strategy, Jordan's Principle, and work to improve the educational outcomes of children in care.

Program Support

- Provided information management, technical and statistical analysis support to: the Hotel Reduction Team; Core Competency-Based training Team; Child and Family Services Applications Training Team; and the Residential Care Licensing Unit.
- Led the dedicated, co-located Hotel Reduction Team project, comprised of reassigned staff from each CFS Authority and the Department, and established to phase out hotel usage as an emergency placement option for children and youth in care and stabilize the Winnipeg emergency placement resource program.
- Partnered with Manitoba Housing to create more placement options for children and youth in care. Formed committees with both Children's disABILITY Services and Community Living disABILITY Services to profile children within the Winnipeg emergency placement resource program to assist with transitional case planning.
- Engaged in regional consultations with CFS Authorities and agency partners to expand emergency placement capacity outside Winnipeg. Conducted consultations with all CFS agencies in the Parkland, Thompson, The Pas, Central, Westman, Interlake and Eastman regions. Provided support to the agencies through the Provincial Placement Desk.
- Through the Provincial Placement Desk, managed the placements for children in residential and specialized resources in Manitoba, which included 191 residential child care facility beds and 233 specialized foster care beds.
- Managed the Exceptional Circumstances Fund, which covered the daily costs for 369 children in care assessed within the Level V range and provided funding for approximately 300 select, one-time items for children in care.
- Provided rate reviews and approvals for CFS agencies through the Individual Rate Adjustment Protocol process when increasing special rates for children in care.
- Provided funding and other supports to 34 community-based agencies that provide a broad range of early intervention and prevention programs, placement resources for children and youth in care, initiatives to prevent sexual exploitation and other services to at risk children, families and communities. Continued collaboration with

Child Protection Branch on the development of Service Purchase Agreement program reporting requirements.

- Completed funding reviews of numerous children/youth placement resource to ensure equity across programs.
- Refined provincial funding to increase the family enhancement allowance in the agency funding model from $1,300.00 to $2,100.00 per family.
- Continued work on the exploration of options including customary care to empower First Nations and Metis to keep their children at home in their communities and help to safely reduce the number of children in care.
- Provided ongoing maintenance, development and oversight of program data bases and websites, including changes to the CFS web pages.

Child and Family Services Information System

- Assisted CFS agencies to obtain the equipment, training and supports necessary to fulfill their obligation to use the Child and Family Services Applications.
- Provided operational oversight of the Child and Family Services Applications and technology issues in cooperation with the Department of Finance. Implemented "ease of use", protection of children, family support and technical performance enhancements; informed the field of such enhancements; and monitored compliance with requirements to use the information management system.
- Responded to approximately 11,500 requests for user support comprised of 8,750 e-mail requests and 2,750 telephone requests to the Child and Family Services Help Desk and approximately 100 requests for custom data analyses from agencies, CFS Authorities and the Department of Family Services.

09-4A Strategic Initiatives and Program Support

Expenditures by Sub-Appropriation	Actual 2015/16 $000	FTE	Estimate 2015/16 $000	Variance Over/(Under)	Exp. No.
Total Salaries and Employee Benefits	2,828	36.00	2,885*	(57)	
Other Expenditures	178		177	1	
Aboriginal Justice Inquiry-Child Welfare Initiative (AJI-CWI)	505		484	21	
Total Expenditures	3,511		3,546	(35)	

* *The 2015/16 Estimate reflects amounts as displayed in the printed Main Estimates as well as an allocation from an Enabling Appropriation.*

Family Conciliation Services

Family Conciliation Services serves as the social services arm of the Court of Queen's Bench (Family Division) and the Provincial Court. It offers a continuum of dispute resolution services, information and support to families disrupted by separation, divorce or death of a parent where the ongoing parenting of children is of primary concern. Family Conciliation Services (FCS) is provincial in scope and oversees dispute resolution services, programs and training across the province.

The funding and delivery of services by FCS is provided by the Community Service Delivery division, while policy and program support for FCS, including advice in relation to best practices, quality assurance reviews and program evaluation is provided by Strategic Initiatives and Program Support (SIPS) within the CFS division.

The services and supports provided by FCS include:

- **Information/Referral.** Family relations counsellors provide this professional service, as it is often the point of first entry (Intake) for clients seeking mediation service to resolve child custody, access and guardianship issues.
- **Conciliation Counselling.** This short-term, solution-focused counselling concentrates on parents' and children's adjustment to family reorganization after separation.
- **Mediation.** This structured, short-term, voluntary and confidential intervention assists separating parents or legal guardians to develop a parenting or access plan; support a continuing relationship among children, parents and extended family; and protect children from parental conflict. Parents may also choose to mediate financial issues, such as child support, spousal support and division of marital property as part of Comprehensive Co-mediation. Comprehensive Co-mediation is offered through the regional office in Winnipeg and is accessible via long-distance teleconferencing.
- **Court-Ordered Assessments.** This mandatory service is performed at the request of the courts to provide comprehensive family evaluations, professional opinions and recommendations that reflect the best interests of children involved in custody, access and guardianship disputes before the courts.
- **Brief Consultation.** This short consultative service for families and children focuses on the input of children ages 11 to 17 in custody and/or access matters that affect them.
- **The First Choice Service.** This service provides a confidential, gender-balanced and neutral evaluation for families requiring a court-ordered assessment to help parents resolve their parenting plan issues more quickly.
- **For the Sake of the Children.** This parent information program helps parents to focus on their children's needs following separation and divorce. The program is a prerequisite for mediation and is mandatory for all parties contesting custody, access or guardianship of children through the court, including grandparents, other extended family members, and significant others.

- **Caught in the Middle.** This six week therapeutic group for children ages 8 to 12 addresses post-separation issues.
- **Just for Teens.** This is an information and peer support group for children ages 12 to 17 whose parents have separated.
- **Teen Workshop.** This community-based session is offered in the Westman Region for teens struggling with issues related to parental separation.
- **Grandparent Advisor Service.** A full-time family relations counsellor provides direct service to grandparents who are seeking access to their grandchildren, and facilitates a monthly support group to assist them throughout this process.

Key Results Achieved

FCS provided a total of 9,324 units of service in 2015/16, or an average of 777 units of service per month. These units included the number of mediations and court-ordered assessments completed and the number of participants accessing information/ consultative services (e.g., Grand Relations and Intake), peer group support (e.g., children's programs) and the *For the Sake of The Children* parent education program.

FCS's dispute resolution caseload consisted of 1,091 new and carried-over cases (from 2014/15), closing 707 of the cases prior to year end and carrying forward 384 active cases into the 2016/17 fiscal year. See the caseload summary chart at the end of this section.

- Informed and contributed to the design, development and implementation of a new pilot project, Child Protection Mediation, and co-managed it in 2015/16 with the Child Protection Branch and in partnership with the Métis Child and Family Services Authority. It is anticipated that the pilot will be completed and evaluated in 2016.
- Collaborated in the development of a three-year pilot project, the Simplified Family Justice Service Triage Centre, which was initiated by Manitoba Justice, funded by Justice Canada and meant to enhance access to justice for families disrupted by parental separation, divorce or death.
- Consulted on an ongoing strategy headed by the National Action Committee on Access to Civil and Family Justice, which was convened in 2008 at the invitation of the Right Honourable Beverley McLaughlin, Chief Justice of Canada. The Committee is representative of civil and family justice system sectors, as well as the public.
- Coordinated FCS service delivery and policy program development province-wide.
- Continued work on a research project to identify and better measure outcomes associated with the delivery of the Court-ordered Assessment service.
- Researched topics such as mandatory screening for mediation, family assessments and longer-term therapeutic support and follow-up services for families who continue to experience high conflict after separation or divorce.
- Provided teaching and mentoring opportunities for social work students.

- Built and maintained a roster of highly-skilled, court-designated contractors via the competitive process to assist professional staff in meeting increased demands from the courts for dispute resolution services as alternative to litigation.
- Continued efforts to update the website, service standards, parent information and other resource materials.
- Strengthened engagements with stakeholders in the community, as well as within the judiciary and the family law system.
- Trained professional staff on the use of play therapy as a tool to better understand the needs and best interests of the children they work with.
- Continued to present an overview of FCS' services to 2nd-year law students at the University of Manitoba's Law School, particularly emphasizing the *For the Sake of the Children* program, also a topic presented by FCS at the Family Law Section of the Manitoba Bar Association Lunch and Learn Program.

Family Conciliation Services Mediation Referral Sources

	Winnipeg			Westman Region			Parkland Region			Northern Region (Thompson)			Northern Region (Norman)**		
Referral Source	**2013/14**	**2014/15**	**2015/16**	**2013/14**	**2014/15**	**2015/16**	**2013/14***	**2014/15**	**2015/16**	**2013/14**	**2014/15**	**2015/16**	**2013/14**	**2014/15**	**2015/16**
Court	23%	24%	16%	2%	11%	1%	-%	-%	-%	4%	11%	4%	-%	17%	-%
Lawyer	2%	2%	1%	29%	6%	18%	-%	-%	-%	8%	6%	-%	-%	33%	56%
Self	68%	67%	77%	69%	80%	80%	-%	100%	100%	88%	83%	87%	80%	50%	44%
Other	7%	7%	6%	-%	3%	-%	-%	-%	-%	-%	-%	9%	20%	-%	-%
Total	**100%**	**100%**	**100%**	**100%**	**100%**	**100%**	**-%**	100%	**100%**	**100%**	**100%**	**100%**	**100%**	**100%**	**100%**

* *Mediation in the Parkland Region was referred to and handled by the Brandon office (Westman Region) in 2013/14.*

** *The Thompson and Norman (Flin Flon and The Pas) Regions, were consolidated and renamed the Northern Region in 2013/14, however, the referral chart above still reflects referral statistics for each urban centre in the Northern Region separately, whereas the following service profile reflects data collection in the Northern Region as a whole, for the first time in 2014/15.*

Family Conciliation Service Profile†

	2013/14						2014/15					2015/16				
Type of Service	Winnipeg***	Westman	Parkland	Thompson	Norman	Total	Winnipeg***	Westman	Parkland	Northern*	Total	Winnipeg***	Westman	Parkland	Northern*	Total
Information and Referral/Intake**	2,000	572	48	288	-	2,908	1,815	650	71	321	2,857	1,559	625	62	281	2,527
Conciliation Counselling Service	1	-	-	7	-	8	1	-	2	4	7	2	-	-	-	2
Mediation Service**	259	42	****	24	5	331[1]	232	35	5	24	296[2]	213	55	4	32	304[3]
Court-Ordered Assessment Service (COARS)	140	54	5	10	1	210	124	36	8	12	180	126	34	8	16	184
Brief Consultation Service	91	1	-	1	-	93	93	-	-	-	93	131	2	-	2	135
Children's Group	10	-	-	-	-	10	24	-	-	-	24	30	-	-	-	30
Grand Relations - Service	15	-	-	-	-	15	19	-	-	-	19	22	-	-	-	22
Grand Relations - Information and Consultation	301	-	-	-	-	301	240	-	-	-	240	296	-	-	-	296
First Choice Service*****	100	3	-	-	-	103	74	1	-	-	75	59	1	-	-	60
Parent Education Program	5,114	552	130	36	34	5,866	4,975	412	157	72	5,616	5,316	430	-	18	5,764
TOTAL	8,031	1,224	183	366	40	9,844	7,597	1,134	243	433	9,407	7,754	1,147	74	349	9,324

† "Units of Service" are case-based services, participants in education/information/support group programs and/or contacts. The service profile captures only closed cases. *Annual caseloads per region are reflected in the chart following.*

* *The Thompson and Norman (Flin Flon and The Pas) Regions, were consolidated and renamed the Northern Region in 2013/14.*

** *Initial and subsequent Intake calls are tracked individually as a unit of service.*

*** *Services in the Eastman, Interlake, and part of the Central Regions are provided by the Winnipeg Region. The Westman Region provides the balance of services to the Central Region.*

**** *Mediation in the Parkland Region was referred to and handled by the Brandon office (Westman Region).*

***** *The number of cases for the First Choice Service is dependent on court referrals.*

1 100 of the total number of mediations were comprehensive co-mediations.

2 83 of the total number of mediations were comprehensive co-mediations.

3 83 of the total number of mediations were comprehensive co-mediations.

Family Conciliation Caseload Summary by Region

REGION	SERVICES	Cases Carried over from 2014/15	New Cases in 2015/16	Total Active Caseload 2015/16*	Cases Closed in 2015/16	Carried over Cases into 2016/17
WINNIPEG	Conciliation Counselling	0	2	2	2	0
	Mediation	77	127	204	134	70
	Court-Ordered Assessment (COARS)	94	135	229	126	103
	First Choice	26	62	88	59	29
	Co-Mediation	43	98	141	79	62
	Brief Consultation	41	114	155	131	24
	Grand Relations	5	20	25	22	3
Total		**286**	**558**	**844**	**553**	**291**
WESTMAN (Brandon)	Conciliation Counselling	0	0	0	0	0
	Mediation	44	42	86	54	32
	Court-Ordered Assessment (COARS)	32	24	56	34	22
	Co-Mediation	0	1	1	1	0
	Brief Consultation	2	1	3	2	1
	First Choice	0	1	1	1	0
Total		**78**	**69**	**147**	**92**	**55**
NORTHERN	Conciliation Counselling	0	0	0	0	0
	Mediation	11	27	38	29	9
	Co-Mediation	2	2	4	3	1
	Brief Consultation	0	2	2	2	0
	Court-Ordered Assessment (COARS)	11	19	30	16	14
Total		**24**	**50**	**74**	**50**	**24**
PARKLAND (Dauphin)	Conciliation Counselling	0	0	0	0	0
	Mediation	4	8	12	4	8
	Court-Ordered Assessment (COARS)	5	9	14	8	6
Total		**9**	**17**	**26**	**12**	**14**
GRAND TOTAL		**397**	**694**	**1,091***	**707**	**384**

* *The number of people, including children, assisted directly or indirectly by dispute resolution is not calculated, only the unit of service. This total does not include10 cases referred for the Child Protection Mediation Pilot.*

Child Protection Branch

The Child Protection Branch (the Branch) administers centralized programs and services including: Adoption and Post-Adoption Services; the Paternity and Child Abuse Registries and the Adult Abuse Registry (in collaboration with Community Engagement and Corporate Services); Provincial Investigations and Risk Assessment; Residential Child Care Facilities Licensing; Intake and Inquiry Concerns; and Interprovincial Queries. The Branch also provides Core Competency-Based and Information System Training; oversees Quality Assurance activities; and provides issues management support. In addition, the Child Protection Branch coordinates the implementation of Tracia's Trust: Manitoba's Sexual Exploitation Strategy.

Key Results Achieved

Adoption and Post-Adoption Services

- Licensed and monitored two adoption agencies to ensure compliance with *The Adoption Act* and corresponding regulations, standards and policies. Conducted regular quality assurance reviews on the agencies as part of the licensing body responsibilities.
- Administered the Financial Assistance to Permanent Wards Subsidy Program, to provide supports to approximately 1,000 adoptive families and nearly 2,000 children for the adoption of Permanent Wards in Manitoba.
- Developed and implemented the administrative and service delivery systems necessary to support new Open Birth and Adoption Records legislation, which was proclaimed on June 15, 2015.

Child Abuse Registry

- Electronic application forms (E-forms) went live on April 29, 2015. There were 18,173 online applications submitted. E-forms have improved accessibility to services to both child and adult abuse registry for all Manitobans.

Child and Family Services Standards Manual

- Five revised or new child and family services standards sections were made available in English and French in the online Child and Family Services Standards Manual.
  - Three revised standards respond to recommendations from the Hughes Inquiry Report and add Structure Decision Making practices into case planning (1.1.3 Planning), require that hotels will not be used as placements for children by child and family services agencies (1.4.3 Use of Hotels), and reflect changes to the critical incident reporting legislation and regulation (1.7.4 Critical Incident Reporting).
  - Two new child and family services standards were developed on transition planning (1.1.7 Preparing Youth for Leaving Care) and services to young adults (1.1.8 Agreements with Young Adults (Extensions of Care).
  - The Child and Family Services Authority Determination Protocol was updated and revised to reflect current practices and new child and family services agencies.

Foster Care and Specialized Resources

- Developed funding models for use by CFS agencies to develop emergency foster home bed spaces to reduce reliance on the Winnipeg Emergency Placement Resource System.
- As of March 31, 2016, the province had a total of 2,512 specialized treatment beds which is a combination of residential care and specialized foster homes.
- In December 2015, in collaboration with the CFS Authorities and the Manitoba Foster Family Network, a campaign to recruit new kinship and foster caregivers was launched. The advertising campaign included radio and newspaper ads, two billboards (one in The Pas and one outside of Portage la Prairie), and the launching of a new recruitment website featuring a series of short videos featuring Adam Beach, an Elder, and an Indigenous foster parent. This campaign focused on engaging Indigenous people, communities and stakeholders; and the importance of children and youth in care being placed with family and/or community whenever possible.

  Since the launch of the recruitment campaign, the recruitment line managed by the Manitoba Foster Family Network has seen an increase in calls from rural Manitoba.

Interjurisdictional Partnerships

- Represented Manitoba on the Provincial/Territorial Directors of Child Welfare Committee and its three subcommittees: Federal/Provincial/Territorial Adoption Coordinators Subcommittee, Provincial/Territorial Subcommittee on Child Abuse and Provincial/Territorial Subcommittee on Placement Resources. Exchanged knowledge with provincial/territorial counterparts on child protection and child welfare programs, services, policies, legislation and practices.
- Collaborated with the federal government and provincial/territorial counterparts in the area of international adoption and as the Central Authority for Manitoba under *The Hague Convention on Protection of Children and Co-operation in Respect of Intercountry Adoption*.

Provincial Investigations and Risk Assessment

- Under Section 18.6 of *The Child and Family Services Act*, allegations of abuse relative to anyone who works for or provides services to an agency or child care facility are investigated by the Provincial Investigations Unit. In 2015/16, the Provincial Investigations Unit:
  - completed 70 child abuse investigations;
  - completed 388 consultations (consult files) on child abuse matters that included review and follow up on incident reports, triage and review of referrals, sharing of expert knowledge or provision of support to CFS agencies and law enforcement relative to complex child abuse matters;
  - conducted a review of 123 foster home abuse investigations and continue to work with the Authorities on submitting and tracking these investigations/reports; and

- provided over 15 varied training opportunities across the province to CFS agency staff, licensed residential child care facilities, law enforcement, the public, and other stakeholders, professionals or organizations who request training or information on child welfare.

- The Child Abuse Committee Specialist worked with the Authorities and the 23 Child Abuse Committees across the province. Work was also initiated on the development of a standardized Child Abuse Committee Training curriculum which includes input from the four Authorities.
- In June 2015, in lieu of a Child Abuse Coordinators conference, the Child and Family Services Division hosted a Special Event titled "Understanding Offending Behaviour As It Relates To Child Protection" with special guest Dr. Joe Sullivan. Dr. Sullivan is a consultant forensic psychologist who has worked extensively with law enforcement agencies delivering training in techniques and consulting on investigations into the sexual exploitation of children. Invitations to attend the event were extended to Child Abuse coordinators and committee members, agency staff, CFS Authority staff, and partner agencies such as RCMP, Winnipeg City Police, Manitoba Justice and other Child and Family Services collaterals. Approximately 265 participants attended and the feedback received was extremely positive.
- In early 2016, a policy clarification ensuring only eligible Criminal Risk Assessments (CRA) are undertaken by the CRA Unit resulted in a reduction in the number of CRAs completed in the fiscal year. Some CFS agencies had been using Criminal Risk Assessments when they approved and renewed foster home licenses rather than Criminal Record Checks. Agencies are expected to use Criminal Record Checks on all initial foster home licenses as required by legislation and regulations, and are encouraged to do so with foster home license renewals.

Provincial Training

- Delivered Child and Family Services Application training to 627 participants to meet the needs of the Authorities and agencies. This training and support was provided in various locations in the province including at the Child Protection Branch.
- Coordinated and delivered, in collaboration with the Manitoba Association of Residential Treatment Resources (MARTR), core competency-based training (1,229 participants) and specialized training (169 participants) that included caseworkers, supervisors, child and youth care workers and foster parents. Continued work on the re-development of the Caseworker Core and the Supervisor Core curriculums to ensure that CFS workers and supervisors receive training that is current, relevant and responsive to gaps in training that have been identified in recommendations from various reports including from the Manitoba Ombudsman and Office of the Children's Advocate reviews.

Quality Assurance

- Completed a Section 4 Review of a youth addictions treatment program.
- Initiated a Section 4 review of an unauthorized discharge of a child-in-care from an emergency shelter.
- Initiated a Continuous Quality Improvement review of three programs delivered by a community-based agency.

- Continued collaboration with Strategic Initiatives and Program Support on the development of Service Purchase Agreement program reporting requirements.
- Co-developed (in partnership with Employment and Income Assistance) a cross-program protocol to determine financial responsibility in Private Guardianship Arrangements.

Regulation Development

- In collaboration with Legislative Counsel, Crown Counsel and the Child and Family Services Authorities, developed and implemented the New Critical Incident Reporting Regulation, which came into effect on October 15, 2015. The Critical Incident Reporting Regulation sets out the contents of reports, the time periods for reporting, as well as the form and manner of reporting, in accordance with clause k.2 in section 86 of *The Child and Family Services Amendment Act (Critical Incident Reporting)*.

Residential Child Care Facility Licensing

- Reviewed and assessed the existing 154 licensed residential child care facilities to ensure they were in compliance with the Child Care Facilities (Other than Foster Homes) Licensing Regulation and corresponding Child Care Facilities Licensing Manual.
- Completed the process set out in the Child Care Facilities (Other than Foster Homes) Licensing Regulation to issue 11 new licenses.
- Provided 25 training sessions on Documentation, Medication Policy and Orientation to Licensing Standards for operators of licensed residential child care facilities.
- Received, assessed, and followed up as needed on 22,516 incident reports that were received from licensed residential Child Care Facilities.
- Facilitated a spring and a fall orientation and information session for parties interested in the process of applying for and operating a residential child care facility.

Tracia's Trust: Manitoba's Sexual Exploitation Strategy (the Strategy)

- Recognized the 3rd Manitoba Human Trafficking Awareness Day on March 17, 2016, and the 8Th annual Stop Child Sexual Exploitation Awareness Week in March 2016.
- Provided training and awareness on sexual exploitation and human trafficking which included stakeholder awareness presentations across the province and delivered one Child and Family Services Standards training session on *Missing/Absent and Sexual Exploitation* for front-line CFS workers in Winnipeg, Manitoba.
- Delivered seven 6-day specialized training sessions on "Understanding and Working with Children and Youth Who Have Been Sexually Exploited" to front-line staff and care providers who work with exploited or at risk children and youth. This initiative is part of the Provincial Competency Based Training curriculum through New Directions for Children, Youth, Adults and Families.
- Delivered over 20 training sessions to service partners on StreetReach services, Section 52 and *The Child Sexual Exploitation Human Trafficking Act* legislation.
- Completed phase two of *Our Circle to Protect Sacred Lives*, Manitobans responding to the Human Trafficking of Women and Girls project. The project was led by the Assembly of Manitoba Chiefs (AMC), which included the delivery of training sessions

to 24 First Nations communities held in The Pas, Winnipeg (Interlake Tribal First Nations), BrokenHead First Nation, and GardenHill First Nation. Each community was linked to a local sexual exploitation regional team to build on community plans and address sexual exploitation and trafficking of First Nations women and girls.

- Participated in "*Buying Sex is Not a Sport*" targeted awareness campaign for the month of November 2015.
- Participated in the Manitoba Sporting Events Safety Working Group to prevent child sex trafficking and child sex tourism from occurring during the Grey Cup football game in Winnipeg, Manitoba.
- Participated in interprovincial awareness and training initiatives.
- Supported the development of the Manitoba Human Trafficking Hotline, a 24-hour confidential support and information line for victims of human trafficking. The hotline is funded by Manitoba Justice and run through Klinic Community Health services.
- Supported the development of "*help stop child sexual exploitation*" public awareness materials (poster, brochure and sticker decal) for businesses in Manitoba. Campaign materials were an initiative of the Manitoba Code of Conduct Advisory committee and distributed through Manitoba Liquors and Lotteries during the month of December.
- Provided funding and oversight to the StreetReach project, which supported 2,201 encounters with children and youth who were exploited or at risk of exploitation. Of those encounters, 333 different children were returned to safety 451 times [of these 333 children, 227 were sexually exploited and 106 were at risk of becoming exploited], 1,681 were relationship building contacts between the outreach workers and youth, in 69 instances the youth were arrested by police. StreetReach completed 2,346 address checks while searching for missing children.
- StreetReach Winnipeg provided services across Manitoba. The team was involved in several municipal and rural projects that resulted in arrests under *The Child Sexual Exploitation and Human Trafficking Act* and under Criminal Code offences (sexual interference and child pornography).
- Provided funding to the Snowflake Place for Children and Youth (formerly known as the Winnipeg Children's Advocacy Centre), which has operated since January 2013 as an incorporated non-profit organization. The Snowflake Place for Children and Youth is operated as a resource for stakeholder partners, including the All Nations Coordinated Response Network, Winnipeg Regional Health Authority, Manitoba Justice (Victim Services) and police services (Winnipeg and the RCMP). It is designed to better serve the needs of children and their families through a coordinated, multi-systems approach to child abuse investigations where prosecution is likely.

09-4B Child Protection

Expenditures by Sub-Appropriation	Actual 2015/16 $000	FTE	Estimate 2015/16 $000	Variance Over/(Under)	Exp. No.
Total Salaries and Employee Benefits	5,194	74.00	5,341*	(147)	
Other Expenditures	1,590		1,076	514	1
Authorities and Maintenance of Children	494,505	13.00	465,078*	29,427	2
Total Expenditures	501,289		471,495	29,794	

* *The 2015/16 Estimate reflects amounts as displayed in the printed Main Estimates as well as an allocation from an Enabling Appropriation.*

1. The variance is primarily due to the Branch being unable to absorb a transfer of funds through the adjusted vote to the Department of Finance related to Accommodation Cost Recovery System at 777 Portage Avenue of $440.0, which was not in the previous budget allocation, as well as increases in archiving costs.
2. The variance is primarily due to an increase in funding for child maintenance, as well as increased funding to Child and Family Service Authorities/Agencies.

Winnipeg Child and Family Services

The Winnipeg Child and Family Services (WCFS) Branch provides a comprehensive continuum of child protection, early intervention and family support services in Winnipeg in accordance with *The Child and Family Services Act* and *The Adoption Act*. The Branch provides protection services to children at risk of abuse or neglect as well as services to children in care including foster care, kinship care and specialized placement services. The Branch provides preservation and reunification services to families in conjunction with the community to support children remaining safely with their families. The Branch provides adoption and post-adoption services to children and families when reunification is no longer an option.

Key Results Achieved

- Provided early intervention and protection services to children and families throughout the year. Approximately 85 per cent of the children received services in their homes.
- Provided services to families, with an average length of service of approximately 24 months.
- Continued staff training and implementation of the General Authority Practice Model (last module completed). The Practice Model promotes engagement with families, children and their networks in co-creating case plans to ensure the safety of children.
- Provided ongoing training of the Structured Decision Making tools (Safety, Probability of Future Harm, Family Strengths and Needs) for new staff.
- Provided services to children and families through the Family Support Program.
- Provided dedicated service to young mothers through the Perinatal Program.
- Provided specialized services to Winnipeg's increasing newcomer population.
- Provided extended care to youth who are permanent wards past the age of 18 in order to stabilize the transition and improve outcomes for these young adults.

- Hosted quarterly "Age of Majority" celebrations for youth transitioning to adulthood to celebrate this significant milestone with their support network.
- Hosted the annual Foster Parent Appreciation evening, which acknowledged the substantial contributions of foster parents.
- Hosted a Kids in Kare celebration, which provided a fun afternoon for foster parents and children in care.
- Continued to develop and support the continuum of placement resources, which, as of March 31, 2016, included 277 licensed general and treatment foster homes, 278 Place of Safety and Kinship homes, and 261 homes licensed for external agencies for use by all child and family service agencies.
- Provided emergency placement resources for all child and family services through the operation of 69 emergency shelters with approximately 206 beds and 125 emergency foster homes with approximately 362 beds as at March 31, 2016. The majority of children and youth were in shelters for less than 30 days.

09-4C Winnipeg Child and Family Services

Expenditures by Sub-Appropriation	Actual 2015/16 $000	FTE	Estimate 2015/16 $000	Variance Over/(Under)	Exp. No.
Total Salaries and Employee Benefits	20,824	286.40	20,581*	243	1
Total Other Expenditures	1,545		2,203	(658)	2
Total Expenditures	22,369		22,784	(415)	

* *The 2015/16 Estimate reflects amounts as displayed in the printed Main Estimates as well as an allocation from an Enabling Appropriation.*

1. The variance is primarily due to unbudgeted salary and benefits requirements and cost increases related to the collective agreement ratified in 2015/16.
2. The variance is primarily due to vacancy management and an increase in rent and CUPE payroll.

Central Services	2014/15	2015/16
Licensed Facilities	154	162
Licensed Beds	759	772
Training		
Provincial Competency-Based Training	1,349	1,398
Joint Training Team – Specialized Training[1]	6,292	6,740
Child and Family Services Application (CFSA)[2]	925	627
Registries		
Adoption		
Division 1 – Adoption of Permanent Wards[3]	46	64
Division 2 – Private Adoptions[4]	17	9
Division 3 – Intercountry Adoptions[5]	19	25
Division 4 – De Facto Adoptions[6]	12	4
Division 5 – Extended Family Adoptions[7]	2	2
Division 6 – Spousal Adoptions[8]	27	39
Post-Adoption[9]		
Post-Adoption Registrations	129	106
Post-Adoption Reunions	34	23
Child Abuse		
Child Abuse Registrations (CAR)[10]	158	364
Employers/Others Using Registry	1,121	1,150
Child Abuse Registry Checks	77,213	82,443
Child Abuse Investigations	3,004	3,120
Criminal Risk Assessments (CRA)[11]	12,992	9,868
Others		
Repatriations	3	2
Interprovincial Alerts	698	700
Intake & Inquiry Concerns and Interprovincial Queries	2,513	2,913

[1] The Joint Training Team (JTT) includes members of the four Child and Family Services Authorities and the Manager of Training with the Child and Family Services Division. JTT works collaboratively to develop, coordinate, implement, and evaluate education and training opportunities for staff and foster parents in the child and family services system in order to develop a professional, qualified, culturally competent workforce. Specialized training is provided by the four Child and Family Services Authorities to their respective agencies, supervisors or management.

[2] Factors contributing to the decrease include fewer participants in group training sessions and the temporary absence of one trainer.

[3] Child placed by director or agency with permanent guardianship.

[4] Child placed by biological parent.

[5] Child from another country adopted by an approved applicant in Manitoba.

[6] Child adopted by person who has cared for him/her without financial assistance for at least two years.

[7] Child adopted by family member who has cared for him/her for at least six months.

[8] Adoption by spouse or common-law partner of child's parent.

[9] There has been a decrease in the number of registrations and reunions due to the new legislation for accessing open birth and adoption records and client demands for their birth records.

[10] The number of registrations has increased in 2015/16 due to the increased submissions from the courts.

[11] Criminal Risk Assessments for Early Learning and Child Care ceased effective November 2014 to remain in line with policy.

Provincial Caseload by Category
As at March 31, 2016 (numbers include both federal and provincial responsibility)

Service Providers	Number of Children in Care	Number of Agreements with Young Adults[1]	Number of Families Receiving Services[2]	Number of Unmarried Minor Parents	TOTAL
FIRST NATION NORTH AUTHORITY					
Awasis Agency of Northern Manitoba	748	39	721	54	**1,562**
Cree Nation Child and Family Caring Agency	602	34	273	16	**925**
Island Lake First Nations Family Services	579	10	511	38	**1,138**
Kinosao Sipi Minisowin Agency	397	26	341	15	**779**
Nikan Awasiak Agency	167	8	288	7	**470**
Nisichawayasihk Cree Nation Family and Community Services	327	19	231	14	**591**
Opaskwayak Cree Nation Child and Family Services, Inc.	143	13	118	3	**277**
Sub-Total	**2,963**	**149**	**2,483**	**147**	**5,742**
FIRST NATION SOUTH AUTHORITY					
Animikii Ozoson Child and Family Services, Inc.	388	22	190	4	**604**
Anishinaabe Child and Family Services	637	46	367	13	**1,063**
Child and Family Services All Nations Coordinated Response Network	28	0	21	0	**49**
Dakota Ojibway Child and Family Services	723	40	316	21	**1,100**
Intertribal Child and Family Services	144	18	115	0	**277**
Peguis Child and Family Services	313	13	167	4	**497**
Sagkeeng Child and Family Services	432	29	129	1	**591**
Sandy Bay Child and Family Services	243	14	106	1	**364**
Southeast Child and Family Services	1,150	68	517	12	**1,747**
West Region Child and Family Services	654	41	482	9	**1,186**
Sub-Total	**4,712**	**291**	**2,410**	**65**	**7,478**
GENERAL AUTHORITY					
Child and Family Services of Central Manitoba	154	13	197	0	**364**
Child and Family Services of Western Manitoba	137	12	563	9	**721**
Eastman Region	197	29	340	1	**567**
Interlake Region	84	12	178	1	**275**
Jewish Child and Family Service[3]	15	5	378	0	**398**
Northern Region	65	7	83	0	**155**
Parkland Region	15	0	66	1	**82**
Winnipeg Child and Family Services	1,032	160	2,042	8	**3,242**
Sub-Total	**1,699**	**238**	**3,847**	**20**	**5,804**
MÉTIS AUTHORITY					
Métis Child, Family and Community Services	854	68	630	4	**1,556**
Michif Child and Family Services	273	25	291	2	**591**
Sub-Total	**1,127**	**93**	**921**	**6**	**2,147**
TOTAL	**10,501**	**771**	**9,661**	**238**	**21,171**

[1] Formerly known as Extensions of Care. Youth who are permanent wards of a CFS agency can receive support beyond their 18th birthday and up to the age of 21 under certain circumstances. The key goal is to facilitate a successful transition from being a youth in CFS care to independence.
[2] Number of Families Receiving Services includes Protection, Voluntary Family Service and Family Enhancement cases.
[3] Jewish Child and Family Service includes all families served by the agency, not just those related to child welfare.

Number of Children In Care by Placement Type
As at March 31, 2016

	Placements for Children in Care					
Service Providers	**Foster Homes[1]**	**Residential Care[2]**	**Other Placement Resources[3]**	**Adoption Probation[4]**	**Other Non-Pay Care Living Arrangements[5]**	**Total**
FIRST NATION NORTH AUTHORITY						
Awasis Agency of Northern Manitoba	560	6	138	0	44	**748**
Cree Nation Child and Family Caring Agency	238	82	228	1	53	**602**
Island Lake First Nations Family Services	412	18	89	0	60	**579**
Kinosao Sipi Minisowin Agency	291	4	88	0	14	**397**
Nikan Awasiak Agency	99	6	44	0	18	**167**
Nisichawayasihk Cree Nation Family and Community Services	220	27	73	0	7	**327**
Opaskwayak Cree Nation Child and Family Services, Inc.	96	2	17	0	28	**143**
Sub-Total	**1,916**	**145**	**677**	**1**	**224**	**2,963**
FIRST NATION SOUTH AUTHORITY						
Animikii Ozoson Child and Family Services, Inc.	323	19	37	0	9	**388**
Anishinaabe Child and Family Services	453	28	153	0	3	**637**
Child and Family Services All Nations Coordinated Response Network	8	3	12	0	5	**28**
Dakota Ojibway Child and Family Services	498	49	142	0	34	**723**
Intertribal Child and Family Services	86	2	52	0	4	**144**
Peguis Child and Family Services	226	29	51	0	7	**313**
Sagkeeng Child and Family Services	252	20	155	0	5	**432**
Sandy Bay Child and Family Services	163	16	51	0	13	**243**
Southeast Child and Family Services	906	74	132	0	38	**1,150**
West Region Child and Family Services	578	47	18	0	11	**654**
Sub-Total	**3,493**	**287**	**803**	**0**	**129**	**4,712**
GENERAL AUTHORITY						
Child and Family Services of Central Manitoba	97	12	17	6	22	**154**
Child and Family Services of Western Manitoba	93	16	15	4	9	**137**
Eastman Region	116	14	44	7	16	**197**
Interlake Region	35	7	32	1	9	**84**
Jewish Child and Family Service[6]	12	0	0	0	3	**15**
Northern Region	37	6	15	1	6	**65**
Parkland Region	7	1	5	1	1	**15**
Winnipeg Child and Family Services	487	124	340	33	48	**1,032**
Sub-Total	**884**	**180**	**468**	**53**	**114**	**1,699**
MÉTIS AUTHORITY						
Métis Child, Family and Community Services	571	79	175	3	26	**854**
Michif Child and Family Services	200	19	48	0	6	**273**
Sub-Total	**771**	**98**	**223**	**3**	**32**	**1,127**
TOTAL	**7,064**	**710**	**2,171**	**57**	**499**	**10,501**

[1] Includes regular rate and special rate foster homes.
[2] Includes private group homes, own-agency group homes, and residential treatment centres.
[3] Includes Places of Safety, Out-of-Province as well as Independent Living placements. An Independent Living placement is an approved arrangement under which minors 16 to 17 years of age may live in an independent setting under the direct supervision of an agency.
[4] Adoption Probation is the placement of a Permanent Ward in an approved adoptive family while the legal aspects of the adoption are finalized.
[5] Includes St. Amant, the Manitoba Youth Centre, the child's own home or extended family placements and those who were in health/mental health placements.
[6] Jewish Child and Family Service includes all families served by the agency, not just those related to child welfare.

Number of Children by Aboriginal Status	Number of Children in Care				
As at March 31, 2016 (numbers include both federal and provincial responsibility)					
Service Providers	**Inuit**	**Métis**	**First Nation**	**General (Not Aboriginal)**	**TOTAL**
FIRST NATION NORTH AUTHORITY					
Awasis Agency of Northern Manitoba	0	0	748	0	**748**
Cree Nation Child and Family Caring Agency	0	0	602	0	**602**
Island Lake First Nations Family Services	0	0	579	0	**579**
Kinosao Sipi Minisowin Agency	0	0	397	0	**397**
Nikan Awasiak Agency	0	0	167	0	**167**
Nisichawayasihk Cree Nation Family and Community Services	0	1	325	1	**327**
Opaskwayak Cree Nation Child and Family Services, Inc.	0	4	138	1	**143**
Sub-Total	**0**	**5**	**2,956**	**2**	**2,963**
FIRST NATION SOUTH AUTHORITY					
Animikii Ozoson Child and Family Services, Inc.	0	14	360	14	**388**
Anishinaabe Child and Family Services	0	12	619	6	**637**
Child and Family Services All Nations Coordinated Response Network	1	5	16	6	**28**
Dakota Ojibway Child and Family Services	0	2	721	0	**723**
Intertribal Child and Family Services	0	0	144	0	**144**
Peguis Child and Family Services	0	8	300	5	**313**
Sagkeeng Child and Family Services	0	8	422	2	**432**
Sandy Bay Child and Family Services	0	0	243	0	**243**
Southeast Child and Family Services	0	2	1,145	3	**1,150**
West Region Child and Family Services	0	1	653	0	**654**
Sub-Total	**1**	**52**	**4,623**	**36**	**4,712**
GENERAL AUTHORITY					
Child and Family Services of Central Manitoba	0	14	29	111	**154**
Child and Family Services of Western Manitoba	0	12	21	104	**137**
Eastman Region	0	14	27	156	**197**
Interlake Region	1	10	15	58	**84**
Jewish Child and Family Service[1]	0	0	0	15	**15**
Northern Region	2	4	39	20	**65**
Parkland Region	0	1	4	10	**15**
Winnipeg Child and Family Services	1	78	229	724	**1,032**
Sub-Total	**4**	**133**	**364**	**1,198**	**1,699**
MÉTIS AUTHORITY					
Métis Child, Family and Community Services	13	675	116	50	**854**
Michif Child and Family Services	8	167	88	10	**273**
Sub-Total	**21**	**842**	**204**	**60**	**1,127**
TOTAL	**26**	**1,032**	**8,147**	**1,296**	**10,501**

[1] Jewish Child and Family Service includes all families served by the agency, not just those related to child welfare.

Number of Children In Care by Legal Status
as at March 31, 2016 (numbers include both federal and provincial responsibility)

Service Providers	2013/14				2014/15				2015/16			
	Wards	VPA[1]	Other	Total	Wards	VPA[1]	Other	Total	Wards	VPA[1]	Other	Total
FIRST NATION NORTH AUTHORITY												
Awasis Agency of Northern Manitoba	488	81	141	**710**	481	51	216	**748**	520	58	170	**748**
Cree Nation Child and Family Caring Agency	429	38	207	**674**	440	35	168	**643**	437	24	141	**602**
Island Lake First Nations Family Services	392	60	146	**598**	355	77	140	**572**	385	68	126	**579**
Kinosao Sipi Minisowin Agency	258	41	105	**404**	263	37	83	**383**	277	25	95	**397**
Nikan Awasiak Agency	86	10	53	**149**	79	12	61	**152**	108	11	48	**167**
Nisichawayasihk Cree Nation Family and Community Services	247	39	56	**342**	202	36	39	**277**	232	17	78	**327**
Opaskwayak Cree Nation Child and Family Services, Inc.	107	9	26	**142**	104	11	43	**158**	88	6	49	**143**
Sub-Total	**2,007**	**278**	**734**	**3,019**	**1,924**	**259**	**750**	**2,933**	**2,047**	**209**	**707**	**2,963**
FIRST NATION SOUTH AUTHORITY												
Animikii Ozoson Child and Family Services, Inc.	294	19	44	**357**	313	13	56	**382**	328	12	48	**388**
Anishinaabe Child and Family Services	494	24	51	**569**	525	13	64	**602**	535	32	70	**637**
Child and Family Services All Nations Coordinated Response Network	0	0	32	**32**	0	0	23	**23**	0	0	28	**28**
Dakota Ojibway Child and Family Services	505	30	134	**669**	519	33	110	**662**	573	16	134	**723**
Intertribal Child and Family Services	110	7	42	**159**	105	3	34	**142**	85	2	57	**144**
Peguis Child and Family Services	159	3	88	**250**	181	0	71	**252**	225	0	88	**313**
Sagkeeng Child and Family Services	335	3	53	**391**	305	9	114	**428**	351	6	75	**432**
Sandy Bay Child and Family Services	141	46	175	**362**	168	13	89	**270**	137	28	78	**243**
Southeast Child and Family Services	821	107	151	**1,079**	858	83	185	**1,126**	893	50	207	**1,150**
West Region Child and Family Services	500	51	72	**623**	454	28	182	**664**	440	17	197	**654**
Sub-Total	**3,359**	**290**	**842**	**4,491**	**3,428**	**195**	**928**	**4,551**	**3,567**	**163**	**982**	**4,712**
GENERAL AUTHORITY												
Child and Family Services of Central Manitoba	74	29	79	**182**	82	31	55	**168**	75	30	49	**154**
Child and Family Services of Western Manitoba	112	2	35	**149**	95	1	42	**138**	95	2	40	**137**
Eastman Region	88	25	92	**205**	86	19	95	**200**	96	16	85	**197**
Interlake Region	53	9	21	**83**	56	7	23	**86**	48	5	31	**84**
Jewish Child and Family Service	13	0	2	**15**	9	0	3	**12**	8	2	5	**15**
Northern Region	46	8	29	**83**	33	6	32	**71**	38	3	24	**65**
Parkland Region	7	0	1	**8**	10	1	11	**22**	14	0	1	**15**
Winnipeg Child and Family Services	569	156	274	**999**	540	146	317	**1,003**	568	143	321	**1,032**
Sub-Total	**962**	**229**	**533**	**1,724**	**911**	**211**	**578**	**1,700**	**942**	**201**	**556**	**1,699**
MÉTIS AUTHORITY												
Métis Child, Family and Community Services	660	34	155	**849**	674	20	137	**831**	678	18	158	**854**
Michif Child and Family Services	142	10	58	**210**	197	21	62	**280**	205	14	54	**273**
Sub-Total	**802**	**44**	**213**	**1,059**	**871**	**41**	**199**	**1,111**	**883**	**32**	**212**	**1,127**
TOTAL	**7,130**	**841**	**2,322**	**10,293**	**7,134**	**706**	**2,455**	**10,295**	**7,439**	**605**	**2,457**	**10,501**

[1] Voluntary Placement Agreement – parents voluntarily place their children in care but continue to retain guardianship of the child.

Children in Care Provincial Days of Care
Actuals 2015/16

Agency/Region	Level I	Level II	Level III	Level IV	Level IV+	Level V	Total Days of Care
First Nations of Northern Child and Family Services Authority/Agencies/Regions							
Awasis Agency of Northern Manitoba	37,982	1,862	10,180	38,678	27,863	1,846	**118,411**
Cree Nation Child and Family Caring Agency	20,213	0	13,772	84,697	24,537	2,209	**145,428**
Island Lake First Nations Family Services	49,857	529	15,900	19,438	5,293	2,567	**93,584**
Kinosao Sipi Minisowin Agency	31,084	794	13,036	23,891	17,217	1,696	**87,718**
Nisichawayasihk Cree Nation Family and Community Services	31,156	468	9,274	14,035	8,907	3,462	**67,302**
Opaskwayak Cree Nation Child and Family Services Inc.	5,349	0	4,463	15,313	4,564	488	**30,177**
Nikan Awasiak Agency	10,048	0	3,937	12,229	5,287	735	**32,236**
Sub-Total	**185,689**	**3,653**	**70,562**	**208,281**	**93,668**	**13,003**	**574,856**
First Nations of Southern Manitoba Child and Family Services Authority/Agencies/Regions							
Dakota Ojibway Child and Family Services	105,076	2,804	34,881	17,529	20,921	3,869	**185,080**
West Region Child and Family Services	56,052	8,238	23,319	50,608	27,769	5,170	**171,156**
Southeast Child and Family Services	72,126	25,309	97,080	47,744	24,181	2,775	**269,215**
Intertribal Child and Family Services	22,642	2,651	8,586	7,110	2,301	1,645	**44,935**
Anishinaabe Child and Family Services – West	82,848	3,673	50,288	26,117	19,964	2,879	**185,769**
Peguis Child and Family Services	32,017	6,807	14,157	18,328	3,729	4,739	**79,777**
Sagkeeng Child and Family Services	49,199	4,442	39,819	21,116	10,749	6,358	**131,683**
Animikii Ozoson Child and Family Services, Inc.	47,737	673	35,701	36,541	17,153	3,652	**141,457**
All Nations Coordinated Response Network (ANCR)	1,103	0	0	1,002	373	0	**2,478**
Sandy Bay	15,172	382	18,396	15,734	3,797	999	**54,480**
Sub-Total	**483,972**	**54,979**	**322,227**	**241,829**	**130,937**	**32,086**	**1,266,030**
General Child and Family Services Authority/Agencies/Regions							
Winnipeg Child and Family Services	102,617	4,998	69,016	86,863	113,802	25,384	**402,680**
Child and Family Services of Central Manitoba	7,289	8,696	12,607	9,164	7,543	2,573	**47,872**
Child and Family Services of Western Manitoba	11,285	486	13,895	20,194	6,904	709	**53,473**
Jewish Child and Family Service	820	1,098	732	795	2,777	60	**6,282**
Rural and Northern Services	61,627	5,131	17,701	17,522	24,159	6,040	**132,180**
Sub-Total	**183,638**	**20,409**	**113,951**	**134,538**	**155,185**	**34,766**	**642,487**
Métis Child and Family Services Authority							
Métis Child, Family and Community Services	100,260	2,893	62,988	96,944	39,078	14,015	**316,178**
Michif Child and Family Services	47,587	732	15,316	18,864	19,462	1,846	**103,807**
Sub-Total	**147,847**	**3,625**	**78,304**	**115,808**	**58,540**	**15,861**	**419,985**
TOTAL	**1,001,146**	**82,666**	**585,044**	**700,456**	**438,330**	**95,716**	**2,903,358**

Level of care is determined based on individual child's needs.

Level I — Placements where the amount paid does not exceed the Basic Maintenance Rate (BMR) component approved for caregivers; and where there is no additional amount paid as a Special Rate (i.e. fee-for-service).

Level II - IV+ — Placements where, in addition to the BMR component approved for care givers; a fee-for-service amount not exceeding:

- Level II $5.34 / day
- Level III $19.83 / day
- Level IV $45.43 / day
- Level IV+ (Excludes Level V) $45.43 / day.

Level V — Placements where, in addition to the BMR component approved for care givers; an amount approved on a case-by-case by the Child Protection Branch is paid.

History of Funding ($000s)
2013/14 to 2015/16

Service Provider	2013/14	2014/15	2015/16
First Nations of Northern Manitoba Child and Family Services Authority/Agencies			
First Nations of Northern Manitoba Authority	$ 25,513	$ 27,359	$ 28,798
Awasis Agency of Northern Manitoba	7,803	7,998	10,077
Cree Nation Child and Family Caring Agency	14,758	12,787	18,534
Island Lake First Nations Family Services	4,416	5,618	7,106
Kinosao Sipi Minisowin Agency	7,016	7,478	10,424
Nisichawayasihk Cree Nation Family and Community Services	5,846	4,766	6,048
Opaskwayak Cree Nation Child and Family Services, Inc.	2,442	2,786	3,060
Nikan Awasiak Agency	2,325	2,657	2,870
Sub-Total	**$ 70,119**	**$ 71,449**	**$ 86,917**
First Nations of Southern Manitoba Child and Family Services Authority/Agencies			
First Nations of Southern Manitoba Authority	$ 48,808	$ 50,447	53,882
Dakota Ojibway Child and Family Services	9,147	10,414	14,126
West Region Child and Family Services	10,838	11,961	16,094
Southeast Child and Family Services	19,260	21,116	24,499
Intertribal Child and Family Services	2,652	2,925	1,613
Anishinaabe Child and Family Services – West	9,661	12,087	15,853
Peguis Child and Family Services	3,260	3,967	5,154
Sagkeeng Child and Family Services	6,505	8,491	10,589
Animikii Ozoson Child and Family Services, Inc.	10,909	11,342	14,973
All Nations Coordinated Response Network (ANCR)	242	282	263
Sandy Bay	5,780	4,914	4,250
Sub-Total	**$ 127,062**	**$ 137,946**	**$ 161,296**
General Child and Family Services Authority/ Agencies/Regional Offices			
General Child and Family Services Authority	$ 13,982	$ 13,913	$ 14,742
Winnipeg Child and Family Services	81,157	84,089	77,636
Child and Family Services of Central Manitoba	4,765	5,063	4,535
Child and Family Services of Western Manitoba	4,497	5,182	4,319
Jewish Child and Family Service	661	588	588
Rural and Northern Services	12,730	13,140	14,597
Sub-Total	**$117,792**	**$121,975**	**$ 116,417**
Métis Child and Family Services Authority/Agencies			
Métis Child and Family Services Authority	$ 17,819	$ 17,559	$ 18,196
Metis Child, Family and Community Services	28,230	28,610	30,995
Michif Child and Family Services	7,647	7,045	10,768
Sub-Total	**$ 53,696**	**$ 53,214**	**$ 59,959**
Directorate Programs	**$ 13,914**	**$ 15,467**	**$ 18,567**
MANDATED AGENCIES SUB-TOTAL	**$382,583**	**$400,051**	**$443,156**
Treatment Centres – Grants	$ 9,536	$ 9,536	$ 10,034
Residential Care	23,820	27,600	26,844
Other Agencies/Programs	14,339	14,111	14,471
Changes for Children – External Review	0	0	0
TOTAL	**$430,278**	**$451,298**	**$494,505**

Financial Information

REVENUE SUMMARY TABLE

Department of Family Services
Revenue Summary
For the fiscal year ended March 31, 2016, with comparative figures for the previous year - $000s

Actual 2014/15	Actual 2015/16	Increase/ (Decrease)	Expl. No.	Revenue Source	Actual 2015/16	Estimate 2015/16	Increase/ (Decrease)	Expl. No.
				Other Revenue				
25,030	32,074	7,044		- Children's Special Allowance Recoveries	32,074	25,030	7,044	1
1,978	2.079	101		- Sundry	2,079	1,931	148	
27,008	34,153	7,145		Sub-Total	34,153	26,961	7,192	
				Government of Canada				
250	0	(250)	2	Miscellaneous	-	-	-	
250	0	(250)		Sub-Total	0	-	0	
27,258	34,153	6,895		**Total Revenue**	34,153	26,961	7,192	

1. The increase is due to the Federal increase in the Children's Special Allowance supplement for children under 18 that is provided to Manitoba children in care with Child and Family Service Agencies.
2. The variance is due to a one-time in-year agreement with the Government of Canada in support of the CURAM for Child Welfare project.

FIVE-YEAR EXPENDITURE AND STAFFING SUMMARY TABLE

Department of Family Services
Five-Year Expenditure and Staffing Summary by Main Appropriation
For the fiscal years ended March 31, 2012 - March 31, 2016

	2011/12*		2012/13*		2013/14*		2014/15*		2015/16	
Main Appropriation	**FTE**	**$000s**	**FTE**	**$000s**	**FTE**	**$000s**	**FTE**	**$000s**	**FTE**	**$000s**
09-1 Administration and Finance	63.50	6,174	66.50	6,592	64.00	6,447	64.00	6,365	64.00	6,456
09-2 Community Service Delivery	1,465.06	371,018	1,475.69	396,967	1,455.04	414,629	1,443.05	435,849	1,452.05	465,408
09-3 Community Engagement and Corporate Services	155.25	178,833	149.25	189,331	146.40	199,033	150.40	204,087	146.40	216,828
09-4 Child and Family Services	400.00	423,031	425.15	445,617	422.65	462,392	414.90	482,266	409.40	527,169
09-5 Costs Related to Capital Assets		2,738		2,754		2,664		2,552		2,448
Total Family Services	2,083.81	981,794	2,116.59	1,041,261	2,088.09	1,085,165	2,072.35	1,131,119	2,071.85	1,218,309

* *Expenditures have been adjusted for comparative purposes in those appropriations affected by a reorganization.*

Family Services

Reconciliation Statement

Details	2015/16 Estimates $000
2015/16 Main Estimates	1,162,392
Main Estimates Authority transferred from:	
- Enabling Appropriation	
• Internal Service Adjustments	13,687
2015/16 Estimate	**1,176,079**

EXPENDITURE SUMMARY TABLE

Department of Family Services
Expenditure Summary

For the fiscal year ended March 31, 2016, with comparative figures for the previous year - $000s

Estimate 2015/16[a]		Appropriation	Actual 2015/16	Actual 2014/15[b]	Increase/ (Decrease)	Exp. No.
		09-1 Administration and Finance				
$ 37	(a)	Minister's Salary	$ 36	$ 29	$ 7	1
	(b)	Executive Support				
718		Salaries and Employee Benefits	836	795	41	-
65		Other Expenditures	91	98	(7)	-
	(c)	Agency Accountability and Community Initiatives				
1,609		Salaries and Employee Benefits	1,425	1,782	(357)	2
296		Other Expenditures	399	91	308	3
	(d)	Financial and Administrative Services				
1,261		Salaries and Employee Benefits	1,418	1,295	123	-
215		Other Expenditures	375	232	143	4
	(e)	Project Management and Information Technology				
817		Salaries and Employee Benefits	825	721	104	-
1,587		Other Expenditures	1,051	1,322	(271)	5
$6,605		**Total 09-1**	**$6,456**	**$6,365**	**$ 91**	

**All Expenditure Summary explanatory notes appear on page 103 of this report.*

EXPENDITURE SUMMARY TABLE

Department of Family Services
Expenditure Summary

For the fiscal year ended March 31, 2016, with comparative figures for the previous year - $000s

Estimate 2015/16[a]	Appropriation	Actual 2015/16	Actual 2014/15[b]	Increase/ (Decrease)	Exp. No.
	09-2 Community Service Delivery				
	(a) Strategic Planning and Program Support				
$ 1,454	Salaries and Employee Benefits	$ 1,657	$ 1,660	$ (3)	-
4,347	Other Expenditures	4,494	4,455	39	-
	(b) Rural and Northern Services				
26,782	Salaries and Employee Benefits	27,485	25,915	1,570	-
2,793	Other Expenditures	2,466	2,473	(7)	-
	(c) Winnipeg Services				
33,005	Salaries and Employee Benefits	35,303	34,435	868	-
2,332	Other Expenditures	1,950	1,750	200	-
	(d) Provincial Services				
3,222	Salaries and Employee Benefits	3,256	3,045	211	-
415	Other Expenditures	307	333	(26)	-
	(e) Manitoba Developmental Centre				
28,924	Salaries and Employee Benefits	27,305	27,673	(368)	-
2,820	Other Expenditures	2,465	2,403	62	-
(312)	Less: Recoverable from other appropriations	(356)	(300)	(56)	6
	(f) Community Living disABILITY Services				
789	Salaries and Employee Benefits	801	620	181	7
80	Other Expenditures	38	80	(42)	8
344,965	External Agencies	358,237	331,307	26,930	9
$451,616	**Total 09-2**	**$465,408**	**$435,849**	**$ 29,559**	

EXPENDITURE SUMMARY TABLE

Department of Family Services
Expenditure Summary

For the fiscal year ended March 31, 2016, with comparative figures for the previous year - $000s

Estimate 2015/16[a]		Appropriation	Actual 2015/16	Actual 2014/15[b]	Increase/ (Decrease)	Exp. No.
	09-3	**Community Engagement and Corporate Services**				
	(a)	Corporate Services and Administration				
$ 2,404		Salaries and Employee Benefits	$ 1,979	$ 2,120	$ (141)	-
542		Other Expenditures	507	581	(74)	-
	(b)	Children's disABILITY Services				
430		Salaries and Employee Benefits	465	482	(17)	-
33		Other Expenditures	79	73	6	-
29,606		External Agencies	29,713	28,582	1,131	-
	(c)	Office of the Vulnerable Persons' Commissioner				
522		Salaries and Employee Benefits	384	446	(62)	-
92		Other Expenditures	73	84	(11)	-
	(d)	Early Learning and Child Care				
4,836		Salaries and Employee Benefits	4,617	4,580	37	-
1,387		Other Expenditures	1,111	910	201	10
156,638		Financial Assistance and Grants	157,006	145,722	11,284	11
	(e)	Family Violence Prevention				
631		Salaries and Employee Benefits	424	637	(213)	12
41		Other Expenditures	102	148	(46)	13
12,932		External Agencies	12,649	12,477	172	-
	(f)	Disabilities Issues Office				
534		Salaries and Employee Benefits	572	514	58	-
100		Other Expenditures	95	94	1	-
4,776	(g)	Community Grants	5,026	4,739	287	
	(h)	Social Services Appeal Board				
437		Salaries and Employee Benefits	463	394	69	14
47		Other Expenditures	68	43	25	15
	(i)	Manitoba Status of Women				
665		Salaries and Employee Benefits	670	648	22	-
203		Other Expenditures	170	182	(12)	-
130		Grants	95	32	63	16
	(j)	Legislation and Strategic Policy				
509		Salaries and Employee Benefits	485	453	32	-
17		Other Expenditures	75	27	48	17
$217,512		**Total 09-3**	**$216,828**	**$203,968**	**$12,860**	

EXPENDITURE SUMMARY TABLE

Department of Family Services
Expenditure Summary

For the fiscal year ended March 31, 2016 with comparative figures for the previous year - $000s

Estimate 2015/16[a]	Appropriation	Actual 2015/16	Actual 2014/15[b]	Increase/ (Decrease)	Exp. No.
	09-4 Child and Family Services				
	(a) Strategic Initiatives and Program Support				
$ 2,885	Salaries and Employee Benefits	$ 2,828	$ 2,683	$ 145	-
177	Other Expenditures	178	162	16	-
484	Aboriginal Justice Inquiry – Child Welfare Initiative	505	3	502	18
	(b) Child Protection				
5,341	Salaries and Employee Benefits	5,194	5,277	(83)	-
1,076	Other Expenditures	1,590	1,327	263	19
465,078	Authorities and Maintenance of Children	494,505	451,539	42,966	20
	(c) Winnipeg Child and Family Services				
20,581	Salaries and Employee Benefits	20,824	19,512	1,312	-
2,203	Other Expenditures	1,545	1,763	(218)	-
$ 497,825	**Total 09-4**	**$ 527,169**	**$ 482,266**	**$44,903**	
$ 2,521	**09-5 Costs Related to Capital Assets**	**$ 2,448**	**$ 2,552**	**$ (104)**	-
$1,176,079	**Total Family Services**	**$1,218,309**	**$1,131,000**	**$87,309**	

1. The variance is primarily due to one-time savings for shared costs with another Department.
2. The variance is primarily due to vacancies.
3. The variance is primarily due to costs of external financial reviews of funded agencies and unbudgeted funds for Manitoba Bureau of Statistics data.
4. The variance is primarily due to unbudgeted costs for the renovation of the Garry Street location.
5. The variance is primarily due to cost containment measures, delays in PC Renewals/printer renewals, and lower hardware related costs and projected variable IT costs.
6. The variance is primarily due to increased contracted laundry services provided.
7. The variance is primarily due to lower vacancy rates and cost increases related to the collective agreement ratified in 2015/16.
8. The variance is primarily due to a reduction of consulting costs.
9. The variance is primarily due to a volume increase in residential and day services.
10. The variance is primarily due to no Early Childhood Educator advertising campaign expenditures, lower than anticipated expenditures in Board Governance and Director Mentorship support costss, and lower than budgeted costs for Competency Based Assessment contracts.
11. The variance is primarily due to higher operating grant costs due to an increase in the number of spaces funded and increases to the operating grant amounts, new wage enhancement funding in 2015/16 for day cares, increased expenditures in the Inclusion Support Program for daycares, and timing of capital payments for community-based projects, increased costs for principal and interest for School Based Capital in 2015/16 and an offset by expenditure reductions in child care subsidy payments.
12. The variance is primarily due to vacancy management savings.
13. The variance is primarily due to legal and consulting costs associated with the transfer of operations from Osborne House to Willow Place.
14. The variance is primarily due to vacancy management savings.
15. The variance is primarily due to an increase in legal costs due to an increase in the number of appeals.
16. The variance is primarily due to costs associated with the Sexual Violence Knowledge Exchange Conference and the Federal/Provincial-Territorial Meeting held in Winnipeg during 2015/16.
17. The variance is primarily due to monthly expenditures on a consuting contract to support the Premier's Advisory Committee on Education, Poverty and Citizenship for which costs were only incurred for two months in 2014/15.
18. The variance is primarily due to funding provided for capacity development in Aboriginal-led Community Organizations - Non-Profit Organization Strategy 2015/16.
19. The variance is primarily due to an increase in consulting and archiving costs in 2015/16.
20. The variance is primarily due to an increase in funding for child maintenance, as well as increased funding to Child and Family Services Authorities/Agencies.

NOTES:

a) The 2015/16 Estimate reflects amounts as displayed in the Printed Main Estimates as well as allocations from an Enabling Appropriation.

b) The 2014/15 data has been reorganized to reflect the 2015/16 appropriation structure.

Department of Family Services

Performance Reporting: Measures of Performance or Progress

The following section provides information on key performance measures for the department for the 2015/16 reporting year. All Government of Manitoba departments include performance measures in their Annual Reports which are intended to complement financial results and provide Manitobans with meaningful and useful information about government activities, and their impact on the province and its citizens.

For more information on performance reporting and the Manitoba government, visit http://www.gov.mb.ca/finance/publications/performance.html
Your comments on performance measures are valuable to us. You can send comments or questions to mbperformance@gov.mb.ca.

What is being measured and using what indicator?	Why is it important to measure this?	Where are we starting from (baseline measurement)?	What is the 2015/16 result (current year) or most recent available data?	What is the trend over time?	Comments/Recent Actions/ Report Links
Community Living disABILITY Services (CLDS) supports and services – Active caseload of people assisted by CLDS (this includes individuals who received some type of funded service, as well as individuals who received assistance through case management activities).	An increase to this measure demonstrates government's continuing commitment to supporting adults with an intellectual disability with increasing their participation in the community.	Total 4,569 (2006/07)	Total 6,125 (2015/16)	Since 2006/07, the total active caseload has increased by 34.1 per cent.	In 2015/16, CLDS supported 6,125 adults with an intellectual disability to safely live and more fully participate as active members of the community. Since 2006/07, individuals funded for Residential Services has increased by 45.8 per cent (from 2,854 to 4,161). There was a 3.6 per cent increase (4,017 to 4,161) in the number of individuals funded for Residential Services in the last year. The CLDS budget has increased by 156 per cent from 2006/07 to 2015/16.

What is being measured and using what indicator?	Why is it important to measure this?	Where are we starting from (baseline measurement)?	What is the 2015/16 result (current year) or most recent available data?	What is the trend over time?	Comments/Recent Actions/ Report Links
Availability of child care – Per cent of children age 12 and under for whom there is a regulated child care space.	The availability of regulated child care spaces is a key indicator of how Manitoba is progressing with respect to access to supports for children, families and communities.	**Overall** Ages 0-12: 12.4 per cent (2000/01) **Preschool** Ages 0-5: 21.0 per cent (2000/01) **School-age** Ages 6-12: 6.0 per cent (2000/01)	**Overall** Ages 0-12: 18.1 per cent (2015/16) **Preschool** Ages 0-5: 26.3 per cent (2015/16) **School-age** Ages 6-12: 11.2 per cent (2015/16)	There has been an increase in this indicator from 2000/01, for all age categories.	Manitoba Early Learning and Child Care (MELCC) continued to implement the multi-year goals of *Family Choices: Manitoba's Plan to Expand Early Learning and Child Care* (launched in 2014) As at March 31, 2015, there were 33,561 licensed child care spaces in Manitoba; as at March 31, 2016, the number of licensed child care spaces had increased by 724 to 34,285. As at March 31, 2016, over 15,238 more child care spaces were approved for funding since 1999. The Commission on Early Learning and Child Care (ELCC) was funded to look at ways to redesign Manitoba's ELCC system. The Commission's report was published online in January 2016 and is available at: https://www.gov.mb.ca/fs/childcare/childcare_news/pubs/final_report.pdf A wage enhancement grant of $700 for full-time and $350 for part-time Early Childhood Educators (ECEs) working in centres was implemented in December 2015, to help keep qualified ECEs in the licensed ELCC sector. The redeveloped MELCC website was launched in January 2016, with improvements to the design, and additional information and enhancements to the Online Child Care Registry and Child Care Online. These changes made the website more user-friendly and accessible for Manitoba families, centre and home providers, and the ELCC workforce. For further information, visit: http://www.gov.mb.ca/fs/childcare/index.html

What is being measured and using what indicator?	Why is it important to measure this?	Where are we starting from (baseline measurement)?	What is the 2015/16 result (current year) or most recent available data?	What is the trend over time?	Comments/Recent Actions/ Report Links
Percentage of Manitobans living in low income, as measured by Statistics Canada's Market Basket Measure (MBM)	A reduction in this measure means that more Manitobans have the resources they need to reach their full potential and participate more fully in society. Low income is a key measure of poverty and social exclusion.	9.9 per cent (2008)[1]	11.0 per cent (2014) Most recent data available.	The low income rate increased by 11.1 per cent between 2008 and 2014	ALL Aboard is Manitoba's poverty reduction and social inclusion strategy. The Province releases an ALL Aboard annual report each year with information about the formal strategy's progress. To view ALL Aboard annual reports, visit: http://www.gov.mb.ca/allaboard/resources_publications.html

[1] The baseline year (2008) low-income estimate is comparable with the 2014 low-income estimate, as it incorporates the revisions made by Statistics Canada in December 2015 on the Survey of Labour and Income Dynamics (SLID) income data, to be comparable with the new Canadian Income Survey (CIS) data for 2012 and onwards. This also reflects Statistics Canada's revision in July 2016 due to population rebasing, using new population totals based on the 2011 Census.

What is being measured and using what indicator?	Why is it important to measure this?	Where are we starting from (baseline measurement)?	What is the 2015/16 result (current year) or most recent available data?	What is the trend over time?	Comments/Recent Actions/ Report Links
The percentage of agencies funded by the Department that met financial reporting requirements.	A high percentage of agencies meeting their financial reporting requirements indicate improved accountability and financial capacity among funded community partners. Complete current information is important to ensure that provincial funds are being expended for the purposes granted, and to identify financial issues with funded agencies in a timely manner.	2013/14 Percentage of Agencies submitting Annual Budgets: 67.2 per cent. Percentage of Agencies submitting prior year Audited Financial Statements: 46.0 per cent.	2015/16 Percentage of Agencies submitting Annual Budgets: 76.9 per cent. Percentage of Aencies submitting prior year Audited Financial Statements: 61.5 per cent.	The percentage of agencies meeting financial reporting requirements increased by 14.4 per cent. Percentage of Agencies submitting prior year Audited Financial Statements increased by 33.7 per cent.	

What is being measured and using what indicator?	Why is it important to measure this?	Where are we starting from (baseline measurement)?	What is the 2015/16 result (current year) or most recent available data?	What is the trend over time?	Comments/Recent Actions/ Report Links
The incidence of child welfare cases in which a Child and Family Services (CFS) agency deems it necessary to remove a child, by measuring the number of children in care as a percentage of children in Manitoba ages 17 and under.	The number of children in care, as a percentage of the total child population, may indicate the extent to which families are struggling to care and provide safety for their children. It may also be seen as a broad measure of the well-being of children in a community.	1.9 per cent (2000/01)	3.5 per cent (2015/16) Note: This figure excludes the number of agreements with young adults (formerly called extensions of care.)	The percentage of Manitoba children in care has increased from 1.9 per cent (2000/01) to 3.5 per cent (2015/16). The number of children in care increased by 2.0 per cent from 10,295 in 2014/15 to 10,501 in 2015/16.	The issue of children in care in Manitoba is complex, with many driving factors, including an overall increase in provincial population growth, high rates of teen pregnancy, poverty, substandard housing, children with special medical needs, and limited resources and capacity. The number of family involvement cases, economic conditions, co-occurring factors such as mental health, family violence, increased gang activity, sexual exploitation, unemployment, addictions, and lack of family and community relations and supports, particularly when moving from rural and northern communities to urban centres, are additional factors that may also affect children in care numbers. The number of children in care as a percentage of the child population in Manitoba has remained stable for the last three years. Efforts to reduce this number with early intervention initiatives continue.

The Public Interest Disclosure (Whistleblower Protection) Act

The Public Interest Disclosure (Whistleblower Protection) Act came into effect in April 2007. This law gives employees a clear process for disclosing concerns about significant and serious matters (wrongdoing) in the Manitoba public service, and strengthens protection from reprisal. The Act builds on protections already in place under other statutes, as well as collective bargaining rights, policies, practices and processes in the Manitoba public service.

Wrongdoing under the Act may be: contravention of federal or provincial legislation; an act or omission that endangers public safety, public health or the environment; gross mismanagement; or, knowingly directing or counselling a person to commit a wrongdoing. The Act is not intended to deal with routine operational or administrative matters.

A disclosure made by an employee in good faith, in accordance with the Act, and with a reasonable belief that wrongdoing has been or is about to be committed, is considered to be a disclosure under the Act, whether or not the subject matter constitutes wrongdoing. All disclosures receive careful and thorough review to determine if action is required under the Act, and must be reported in a department's annual report in accordance with Section 18 of the Act.

The following is a summary of disclosures received by Manitoba Family Services for fiscal year 2015/16:

Information Required Annually (per Section 18 of The Act)	**Fiscal Year 2015/16**
The number of disclosures received, and the number acted on and not acted on. *Subsection 18(2)(a)*	**NIL**
The number of investigations commenced as a result of a disclosure. *Subsection 18(2)(b)*	**NIL**
In the case of an investigation that results in a finding of wrongdoing, a description of the wrongdoing and any recommendations or corrective actions taken in relation to the wrongdoing, or the reasons why no corrective action was taken. *Subsection 18(2)(c)*	**NIL**

THE ADULT ABUSE REGISTRY COMMITTEE – ANNUAL REPORT

JURISDICTION OF THE ADULT ABUSE REGISTRY COMMITTEE

The Adult Abuse Registry Committee (the Committee) was established by *The Adult Abuse Registry Act* (AARA) on January 15, 2013, with the purpose of reviewing reports of abuse or neglect of specified adults for potential referral to the Adult Abuse Registry. For the purposes of the AARA, a "specified adult" means a vulnerable person as defined under *The Vulnerable Person Living with a Mental Disability Act* (VPA) or a patient as defined under *The Protection for Persons in Care Act* (PPCA). The Committee receives reports from designated officers under either the VPA or the PPCA.

The Committee reports directly to the Minister of Family Services.

BOARD MEMBERSHIP

As of March 31, 2016, the Committee consisted of 17 members who were appointed by the Lieutenant Governor in Council for a term of up to three years, which may be renewed.

The AARA provides that "to be eligible to be appointed as a member of the Committee, a person must

(a) in the opinion of the Lieutenant Governor in Council, be knowledgeable about abuse and neglect and the need to protect persons from abuse and neglect;
(b) not be an employee under the control of the responsible minister or a minister responsible for a designated Act; and
(c) meet any other criteria specified in the regulations."

The AAR Regulation stipulates that Committee membership is to be made up of:

(a) law enforcement officers;
(b) lawyers;
(c) health professionals;
(d) persons with experience in providing care or services to specified adults; and
(e) other persons who the Lieutenant Governor in Council considers appropriate.

Staff that support the activities of the Committee are employed by the Department of Family Services.

Committee Appointees: as of March 31, 2016:

Chair: John Leggat

Vice-Chair: Janet Forbes

Members:
Daniel Dutchin
Janice Epp
Irvin (Issie) Frost
Pamela Goulet
Sheila Holden
Valerie Kellberg
Craig Murray
John Myers
Lana Penner
Deputy Chief Gord Perrier
Steve Peltier
Glen Reid
Debra Roach
Kim Sharman
Cynthia Winram

SUMMARY OF REPORTS SUBMITTED BY DESIGNATED OFFICERS

SUMMARY OF COMMITTEE ACTIVITY		
	Number of Referrals Made to the Committee	STATUS OF REVIEW Number of Reports Sent for Entry on to the Registry
2013/14	22	8
2014/15	28	9
2015/16	9[1]	7

[1] Committee and staff resources not at full capacity which resulted in fewer referrals being processed.

THE ADULT ABUSE REGISTRY REGISTRAR – ANNUAL REPORT

The Adult Abuse Registry (AAR) is a database that records the identity of individuals who have been found to have abused or neglected a vulnerable adult defined under *The Vulnerable Person Living with a Mental Disability Act* (VPA) or a patient defined under *The Protection for Persons in Care Act* (PPCA). The purpose of the AAR is to allow employers to screen potential employees and volunteers who want to work directly with either of these populations.

ADULT ABUSE REGISTRY – STATISTICAL REPORT				
	2013/14	**2014/15**	**2015/16**	**Total Since Implementation**
Number of Checks	17,739	25,252[1]	27,733	71,581
Number of Registrations[2]	2*	9	7	26

* *Figure adjusted to reflect the conclusion of an appeal: original decision was upheld and registration was back-dated accordingly.*

1 The increase is due to a greater number of employers, etc. requiring an AAR check (as well as a Criminal Record check, typically) when their staff or volunteers work with a vulnerable population, and is likely an indication of improved awareness and compliance.

2 There are two ways in which a name may be entered on to the Registry: if the Committee forms an opinion that a person has abused or neglected a specified adult as per the definition under the VPA or PPCA, or if a person has been found, or pleaded guilty, to a criminal offence involving the abuse or neglect of a specified adult.